

FIG. 1

200

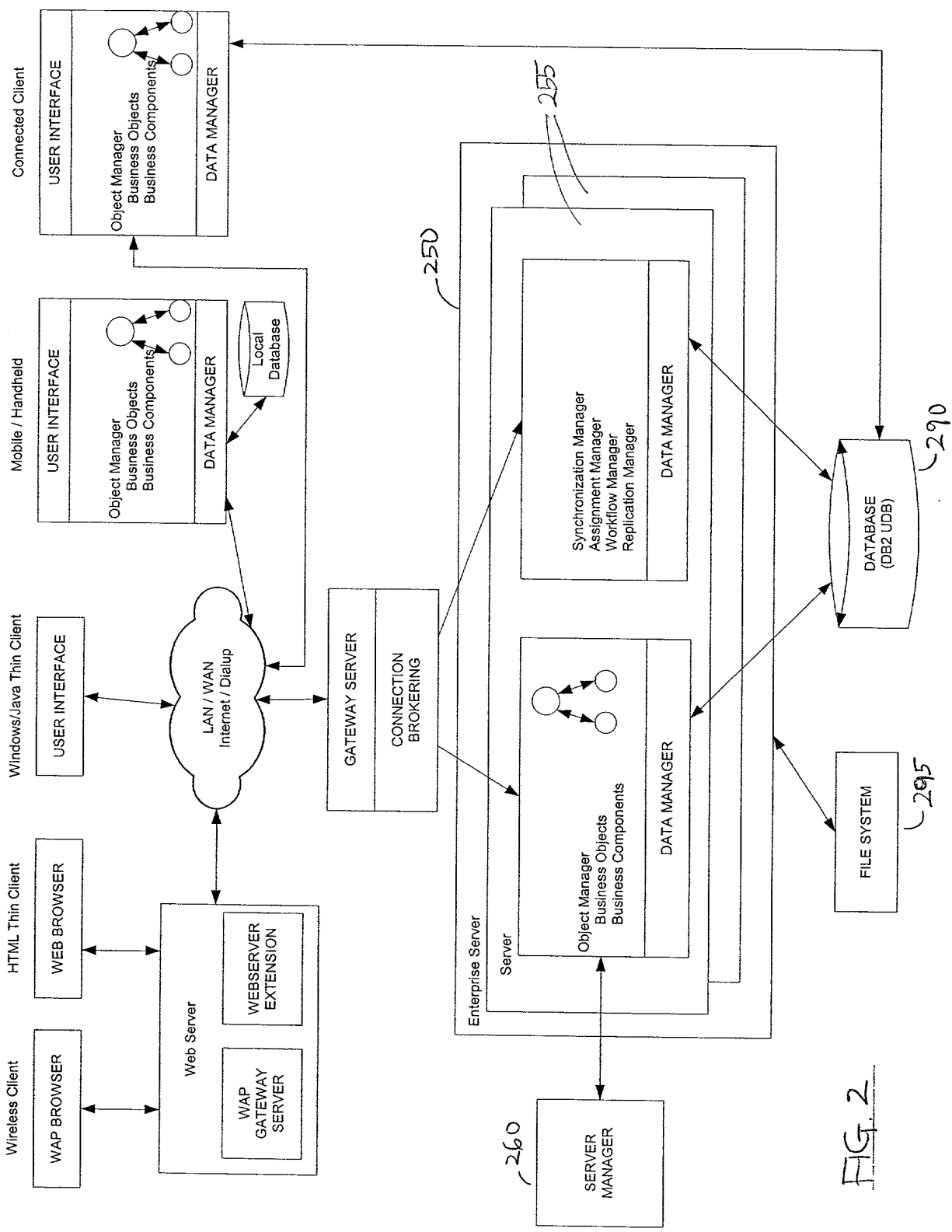


FIG. 2

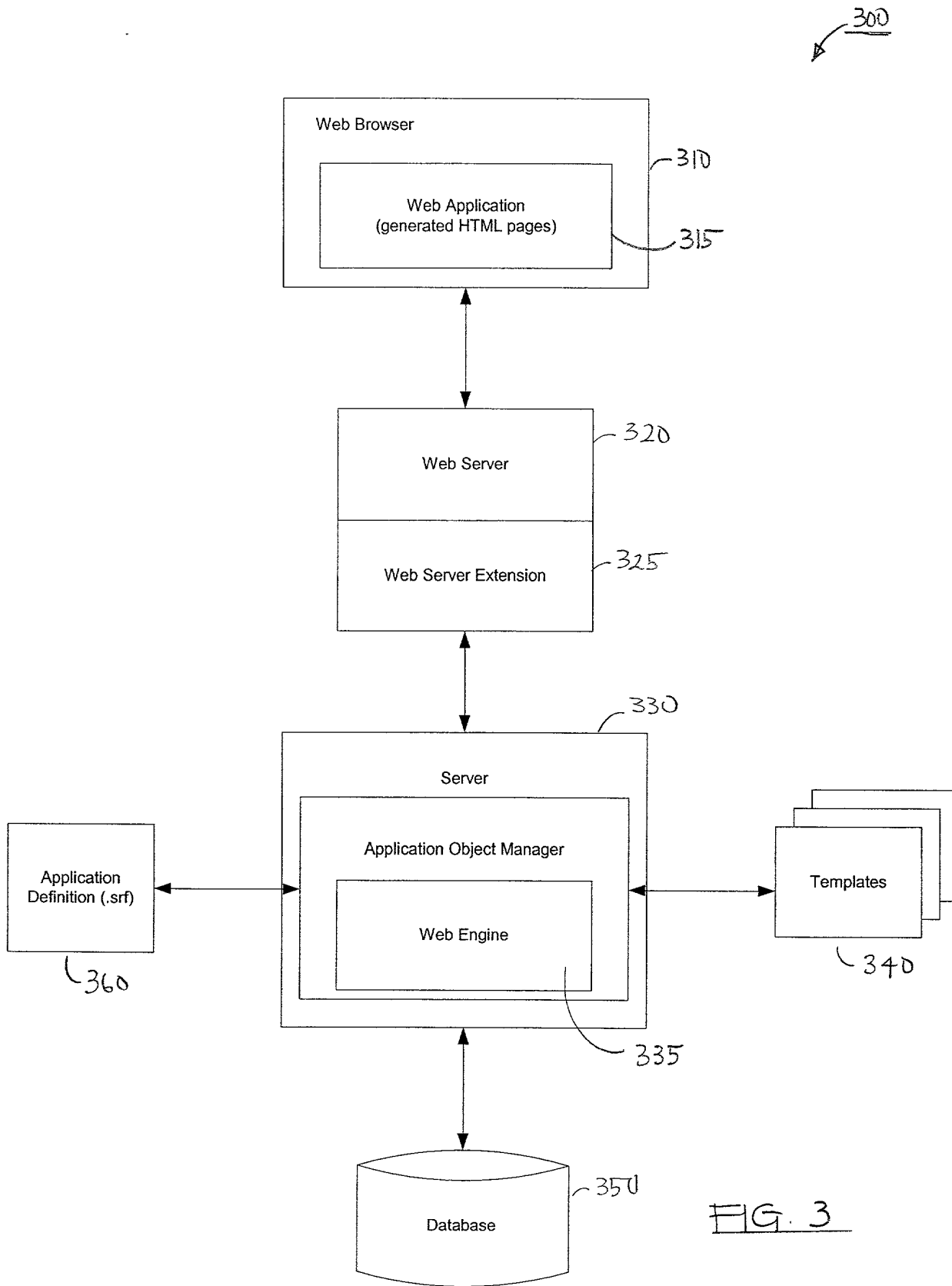
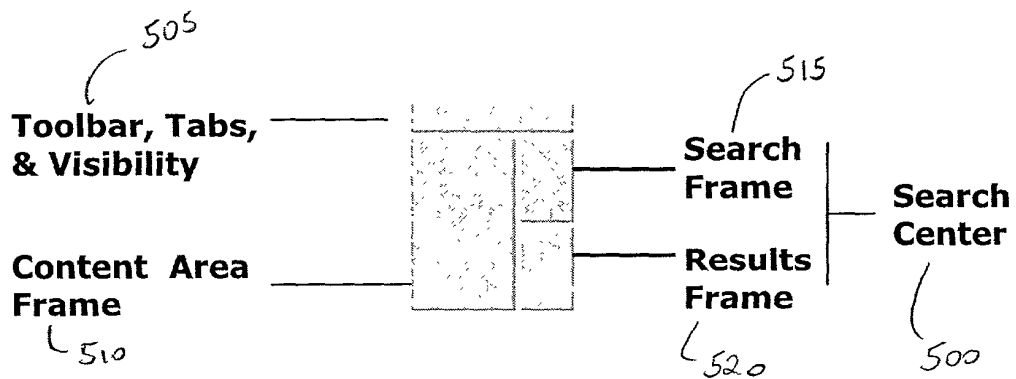
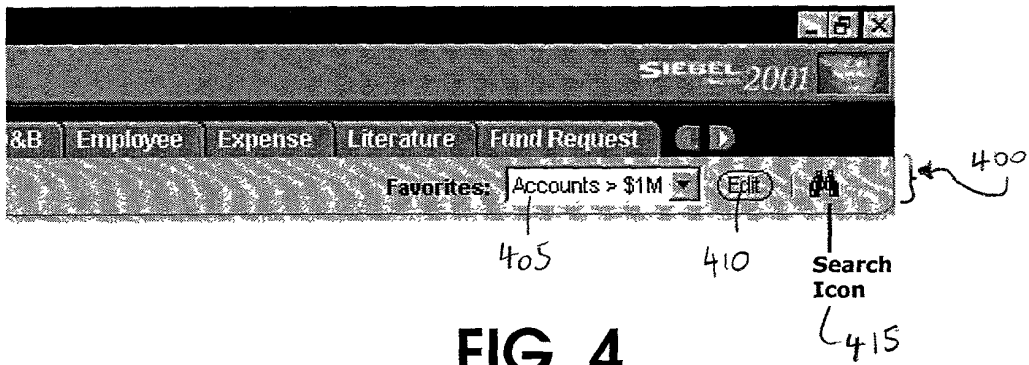


FIG. 3



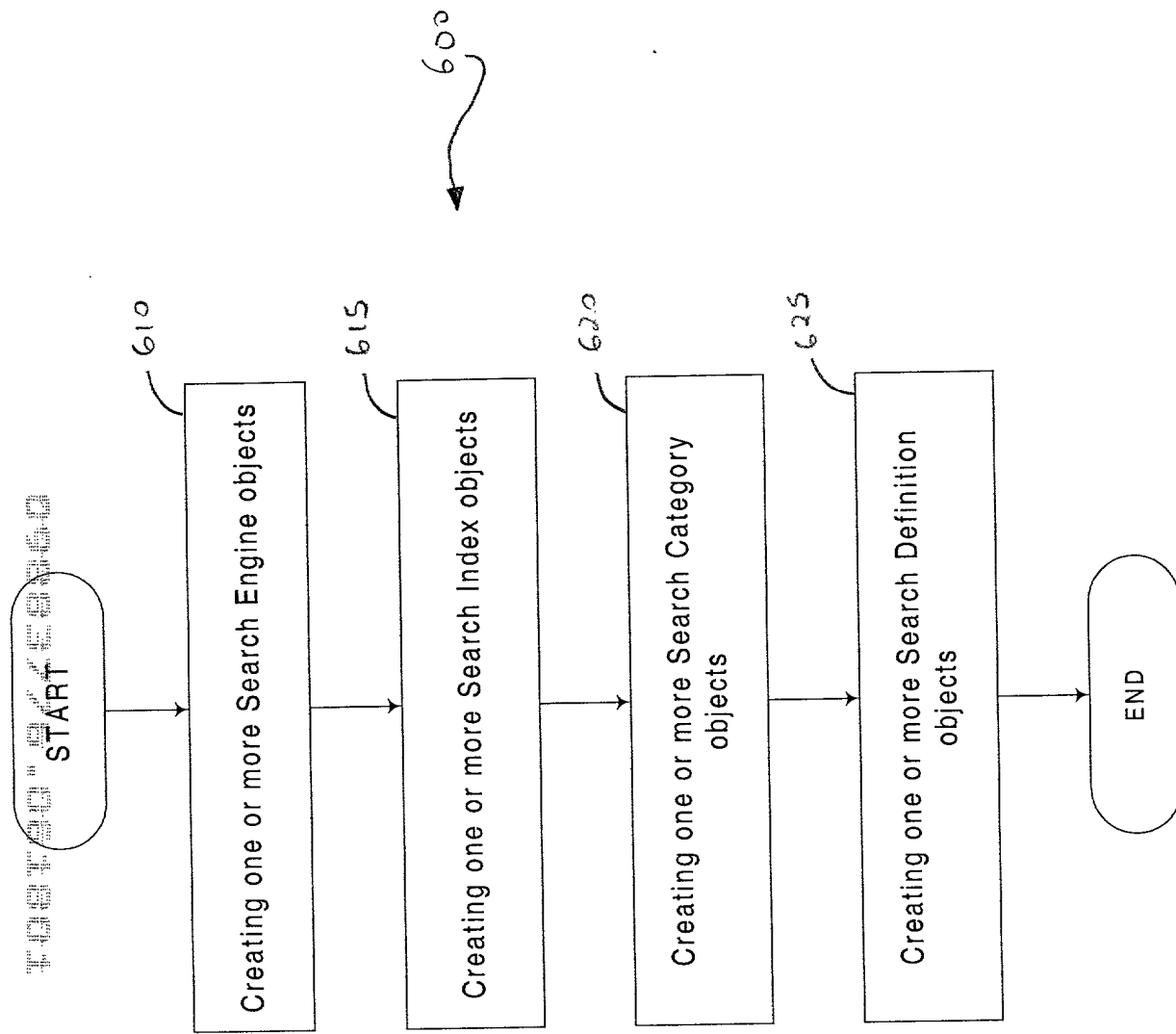


FIG. 6

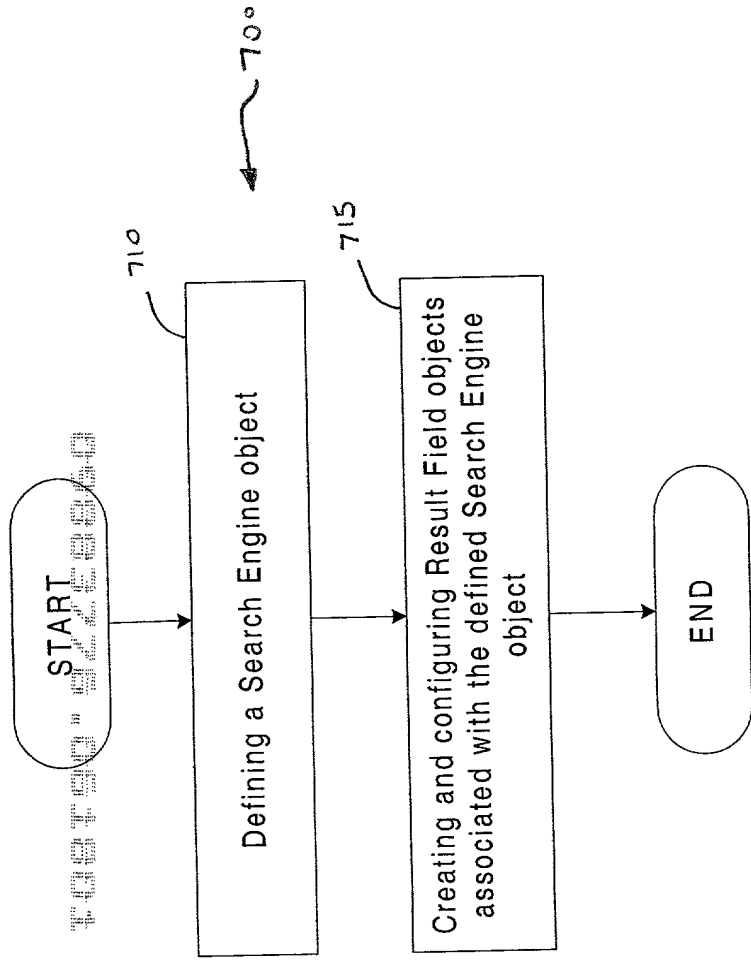


FIG. 7

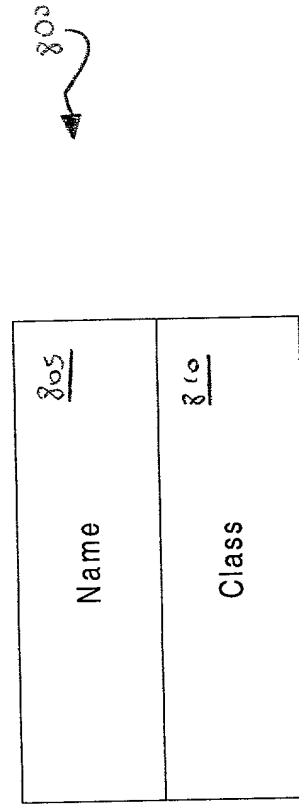


FIG. 8

<u>905</u>	Column Name
<u>910</u>	Create Column Flag (Optional)
<u>915</u>	Data Type (Optional)
<u>920</u>	Index Mode (Optional)
<u>925</u>	Name
<u>930</u>	Text Length (Optional)
<u>935</u>	Type

900

FIG. 9

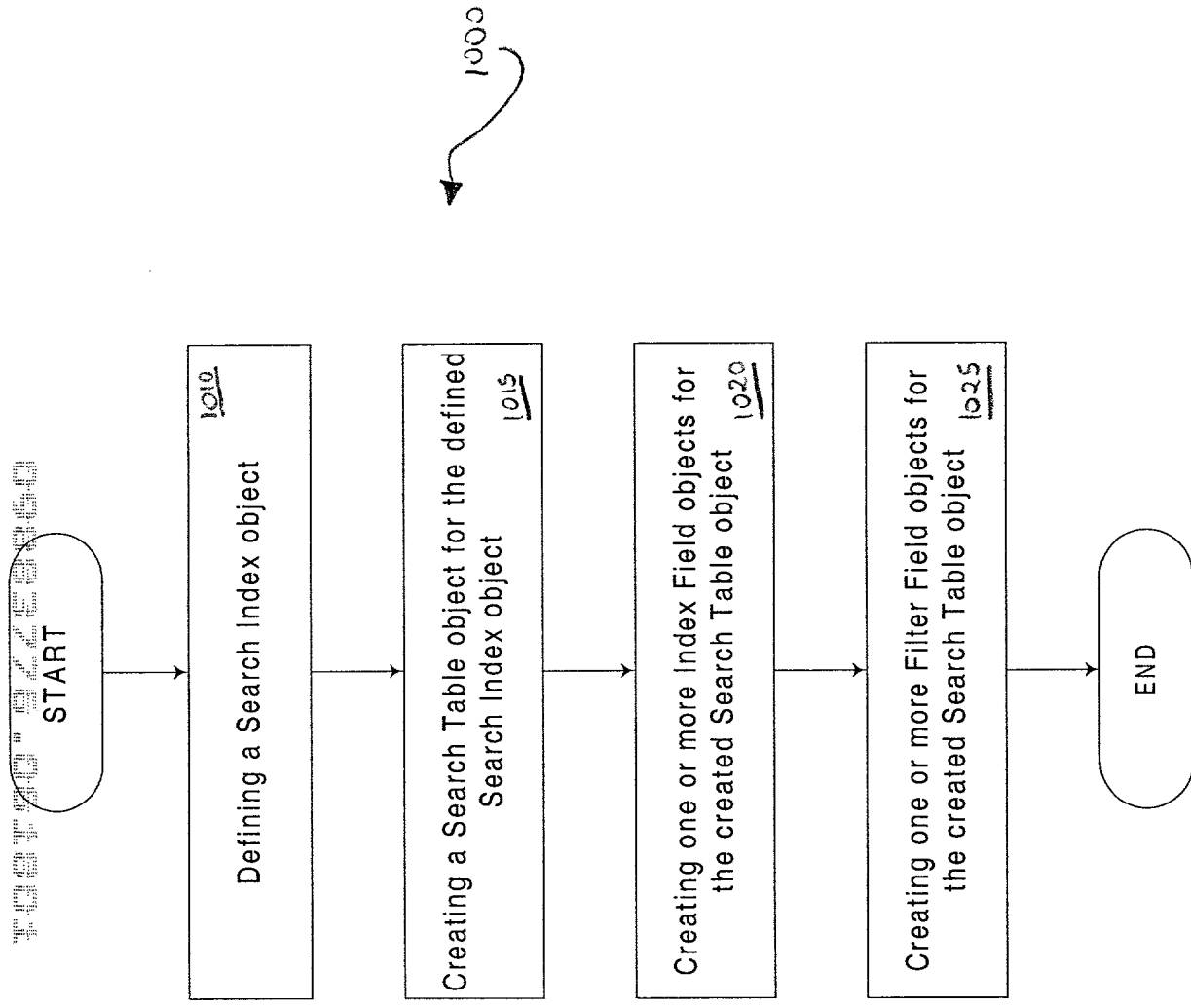


FIG. 10

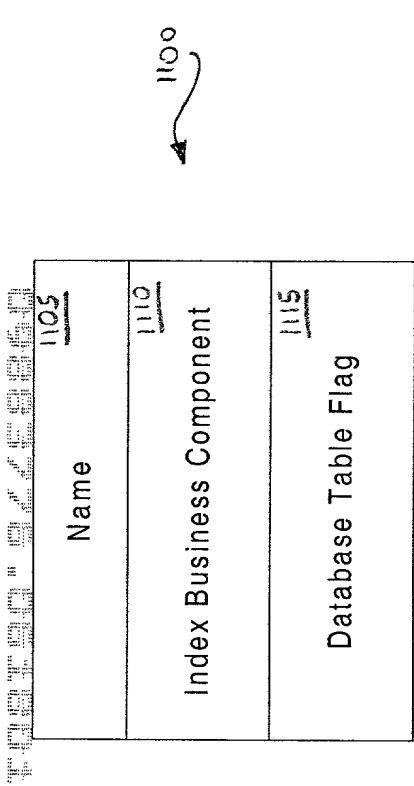


FIG. 11

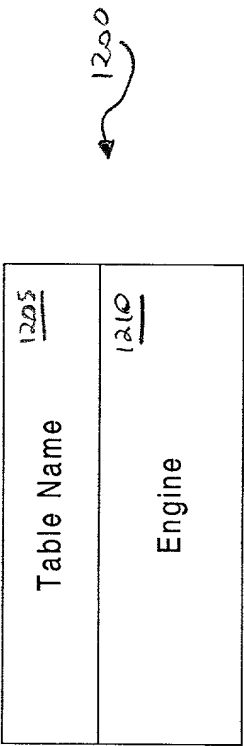


FIG. 12

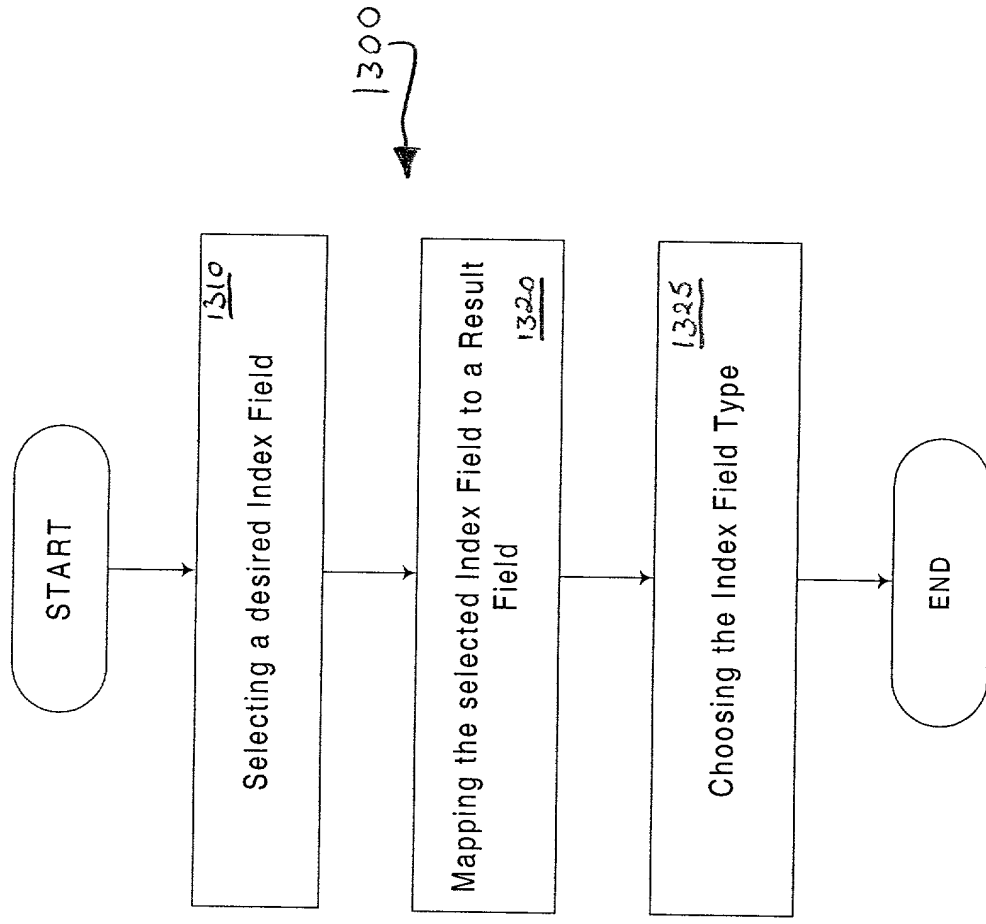


FIG. 13

<u>1410</u> Business Component Field
<u>1415</u> Result Field (Optional)
<u>1420</u> Index Field Type (Optional)
<u>1425</u> Sequence

1400

FIG. 14A

<u>1455</u> Name
<u>1460</u> Column Name
<u>1465</u> Data Type (Optional)
<u>1470</u> Index Mode (Optional)
<u>1475</u> Sequence
<u>1480</u> Text Length (Optional)

1450

FIG. 14B

FIG. 15 is a flowchart illustrating a process for defining a search category object, associating the defined search category to a search index, defining a drilldown view, a drilldown business component, and a destination field, and defining a pick view.

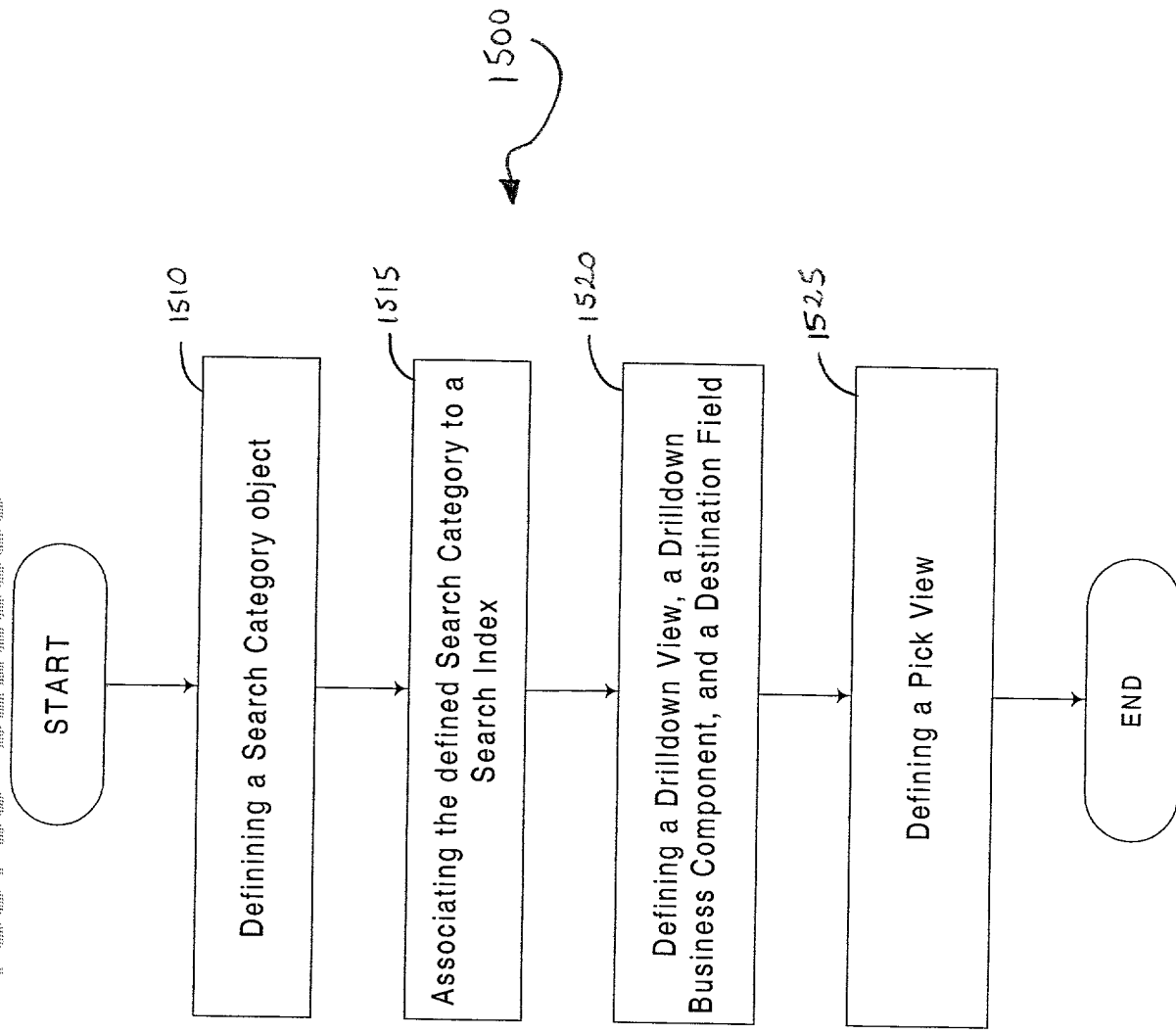


FIG. 15

Name	<u>1605</u>
Search Index	<u>1610</u>
Drilldown Business Component (Optional)	<u>1615</u>
Drilldown View (Optional)	<u>1620</u>
Result Identifier (Optional)	<u>1625</u>

1600



FIG. 16

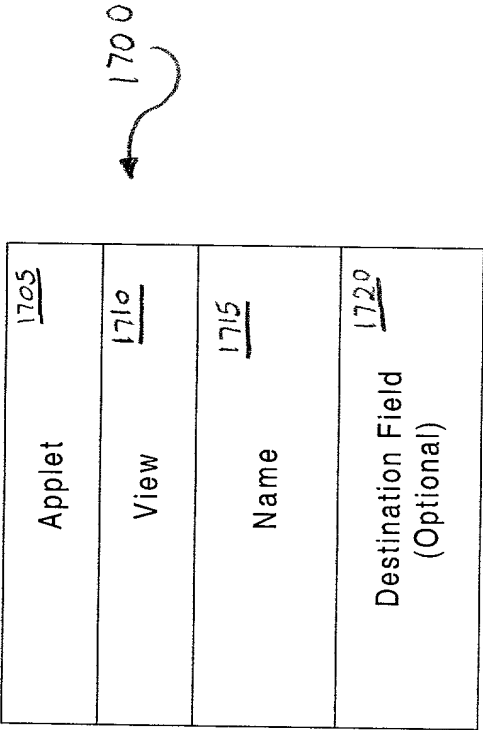


FIG. 17

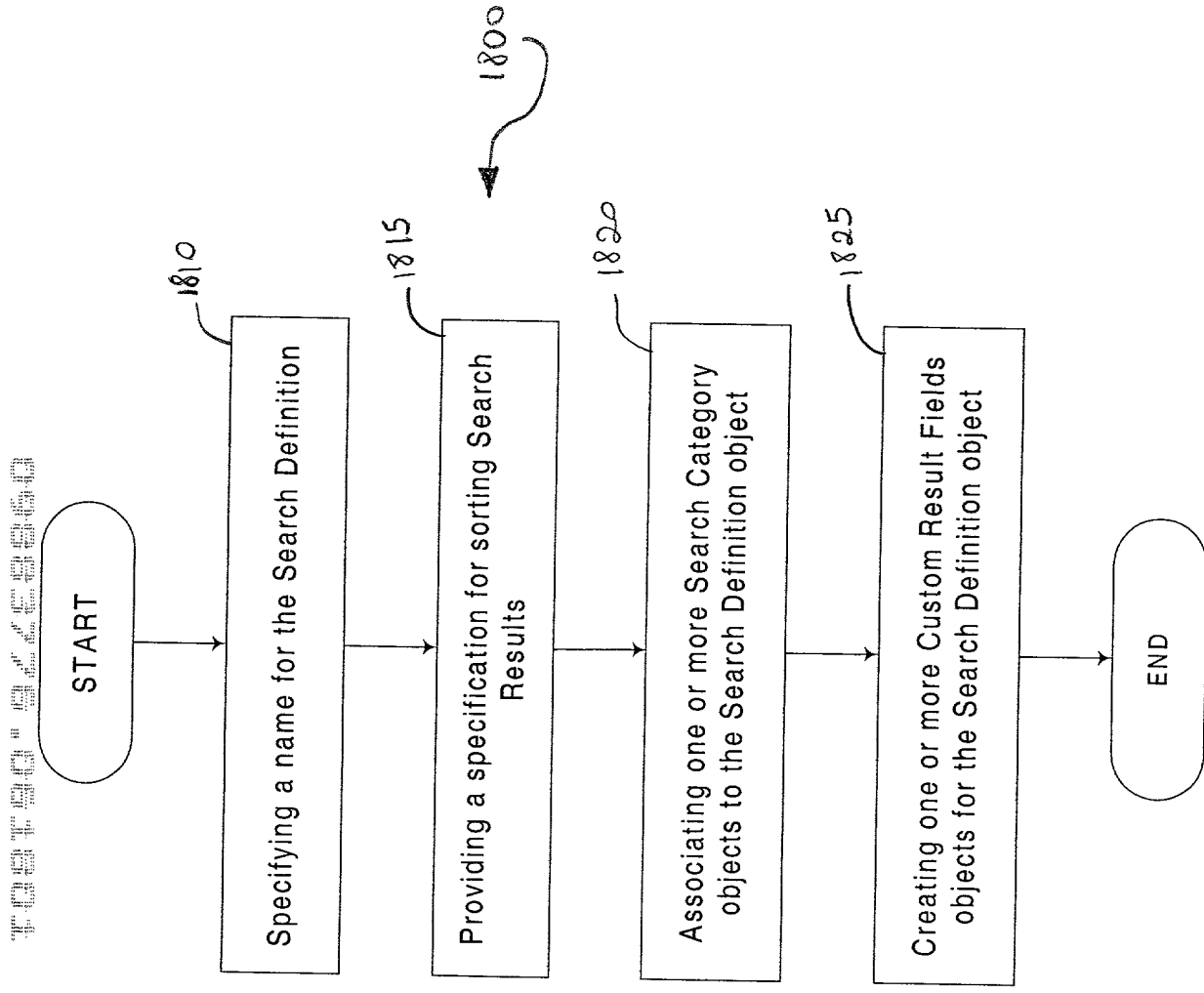


FIG. 18

Name	<u>1905</u>
Display Name	<u>1910</u>
Filter Search Specification (Optional)	<u>1915</u>
Use Filtered Search (Optional)	<u>1920</u>
Sequence (Optional)	<u>1925</u>

1900

FIG. 19

<u>2005</u> Display Name (Optional)	<u>2010</u> Display Format (Optional)	<u>2015</u> Name	<u>2020</u> Scaling Factor (Optional)	<u>2025</u> Sequence	<u>2030</u> Text Alignment (Optional)	<u>2035</u> Use in Search (Optional)	<u>2040</u> Visible (Optional)	<u>2045</u> Width (Optional)
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2000
→

FIG. 20

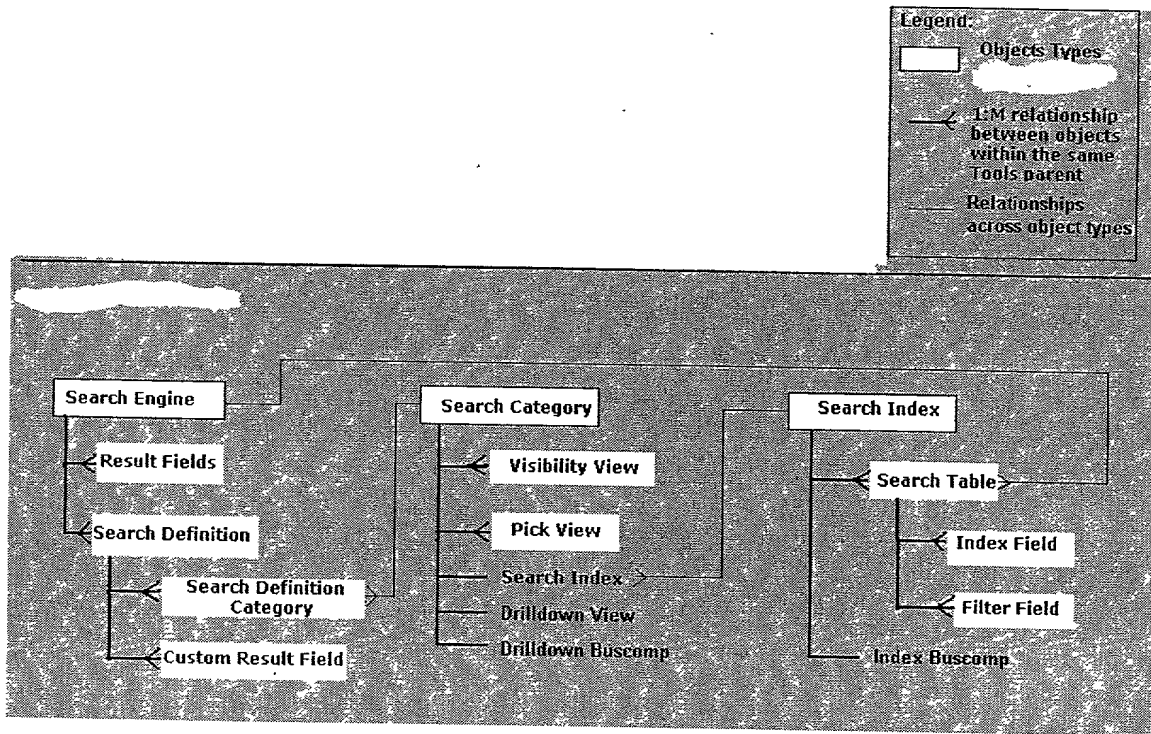


FIG. 21

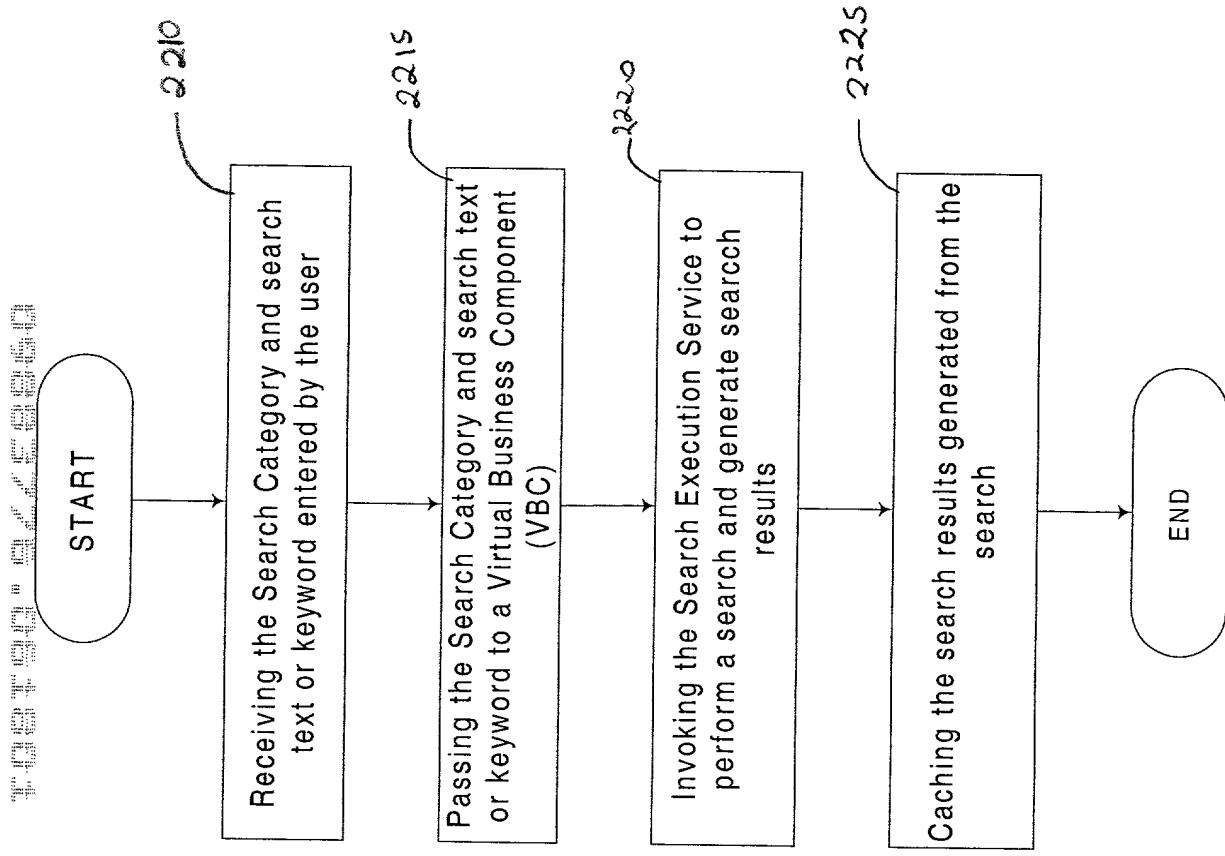
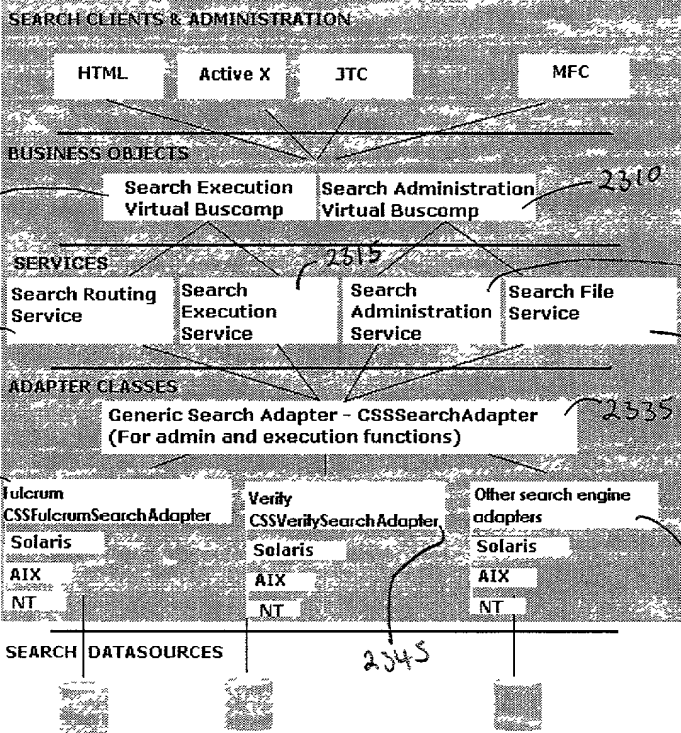


FIG. 22

2300

RUNTIME OBJECTS



DESIGN TIME OBJECTS

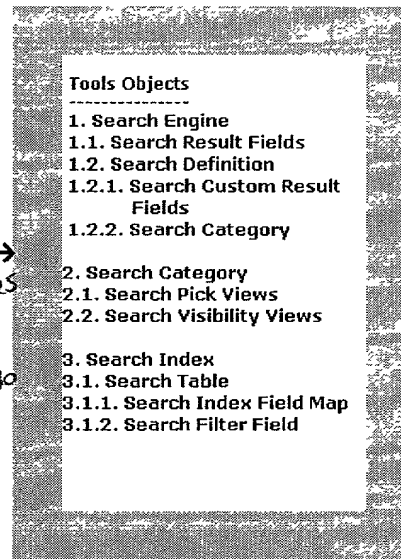


FIG. 23

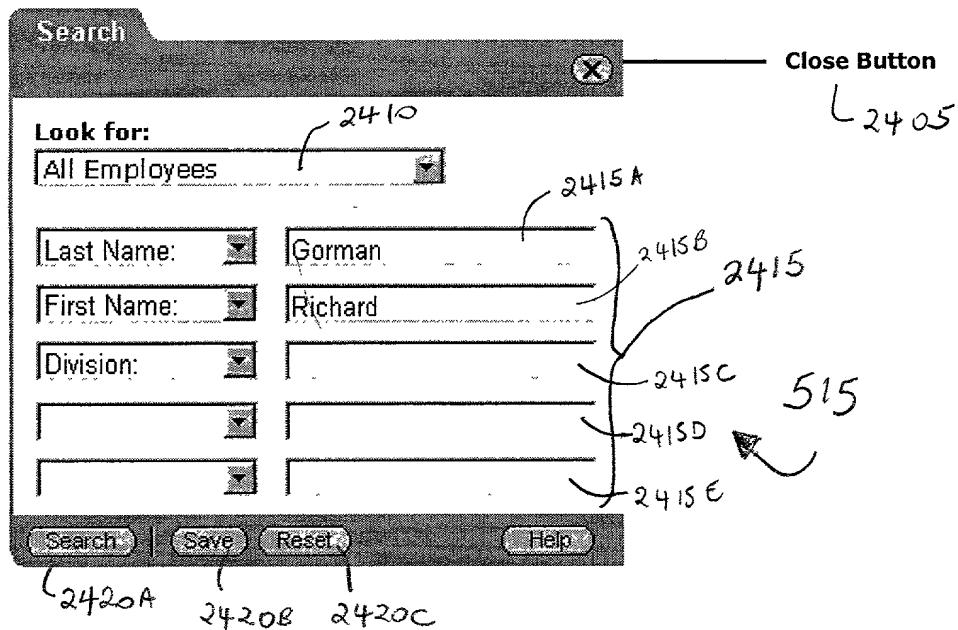


FIG. 24

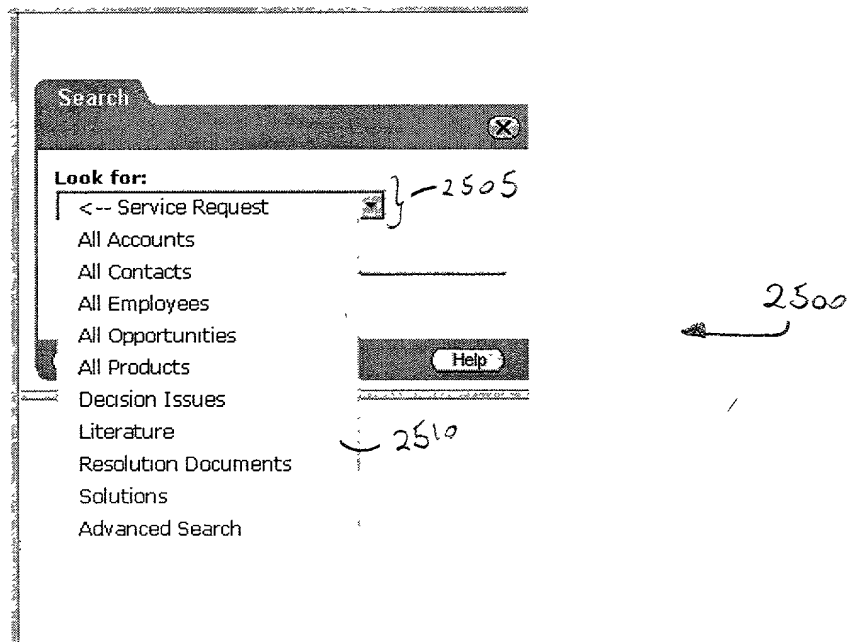


FIG. 25

Siebel Service 7.0

Service > My Service Requests > Activity Plans

Service Request

SR #: Last Name: Date Opened: [Select] Commit Time: [Select]

Reference: First Name: Primary Phone #: Source: [Select]

Account: [Select] Site: Email:

Search

Look for: All Employees

Last Name: Gorman First Name: Richard Division: [Select]

Search Save Reset Help

Results

Lastname	Firstname
Gorman	Richard
Gorman	Richard
Gorman	Richard

Activities

Name	Summary	Date Open
Hard Drive Failure	24-2348, Hard Drive Failure	05/10/2000
Server Service Process	2-1CU, Server Service Process	05/29/2000
Tech Support Call	24-234A, Tech Support Call	07/08/2000

Activities

Type	Priority	Status	Description
DIAGNOSIS	2-High	Done	Run Diagnostic software and routine peripheral utilities and inspections
ASSESSMENT	2-High	Done	Cost Repair

1:00 p.m. Service Level 95 Call Center workflow meeting at 11:00 a.m. today Average Speed of Answer 0:23 Calls in Queue 23 Aban 1 of 12

FIG. 26

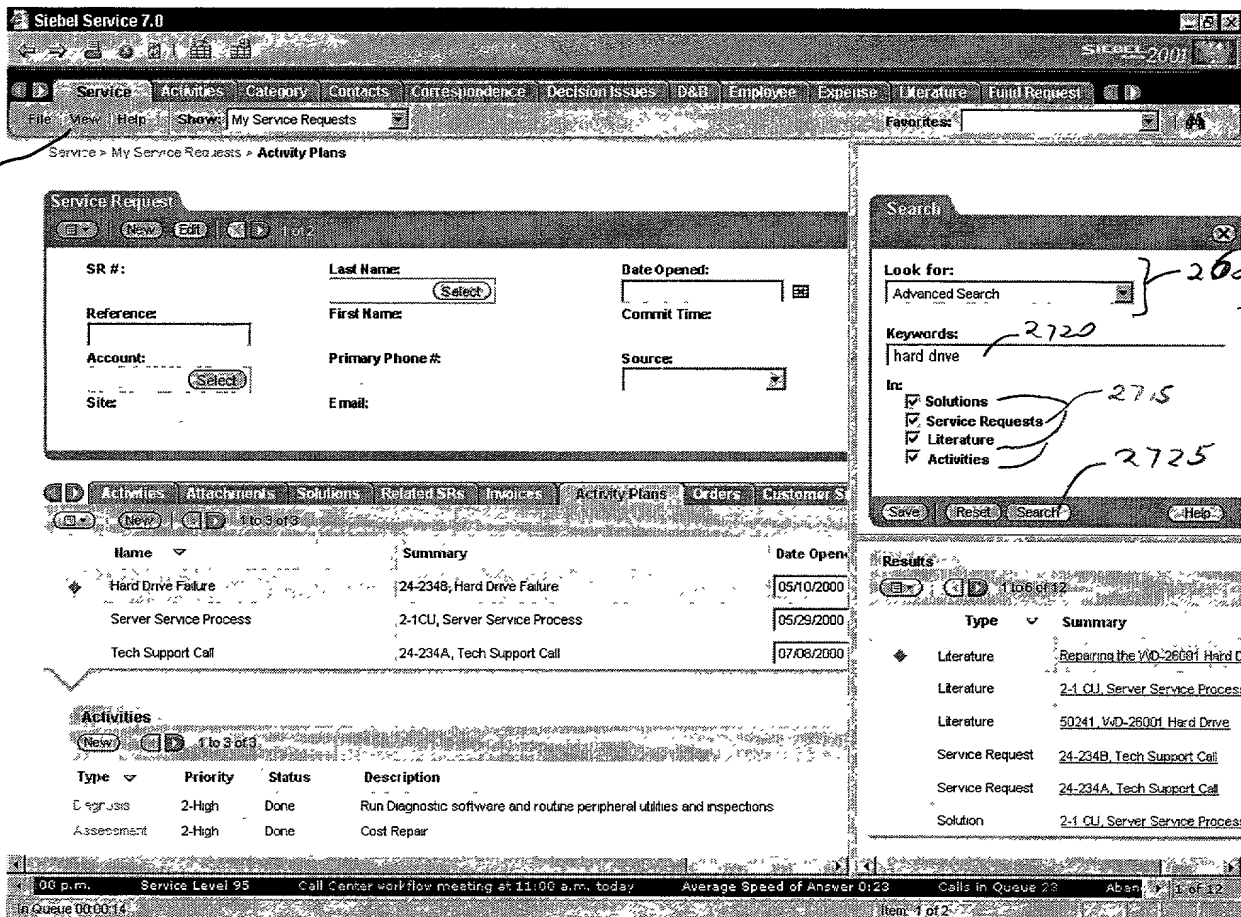


FIG. 27

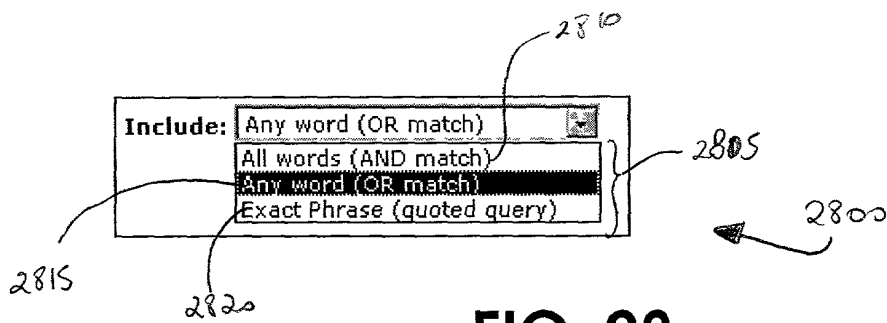


FIG. 28

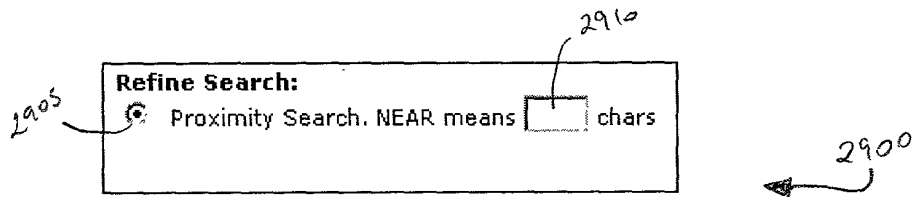


FIG. 29

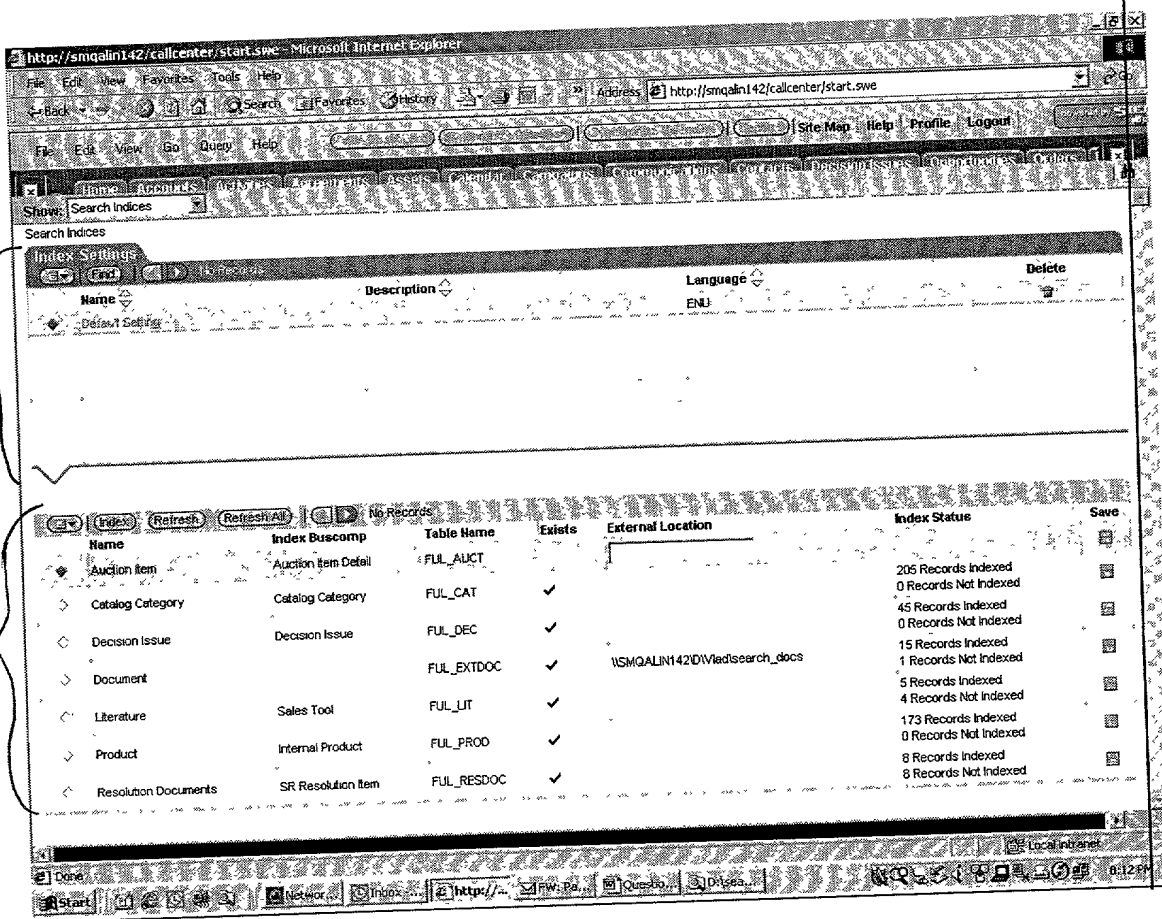


FIG. 30

3000

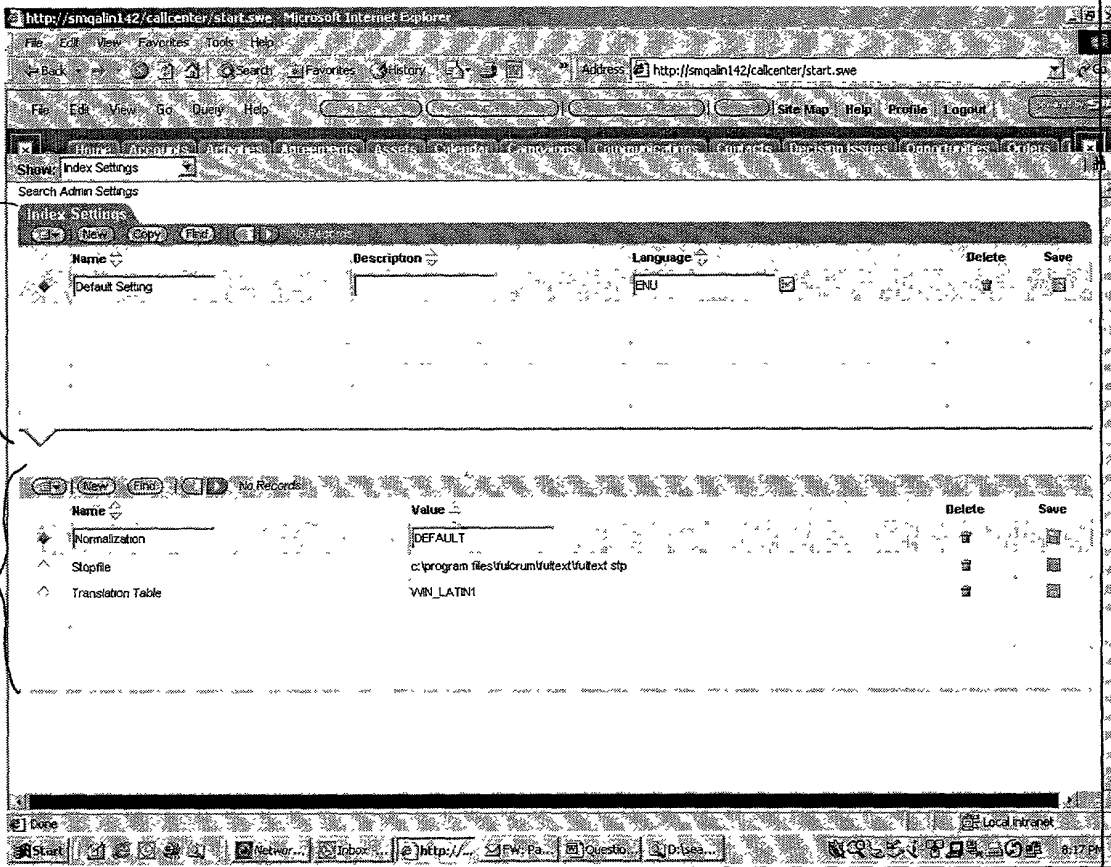


FIG. 31

3100

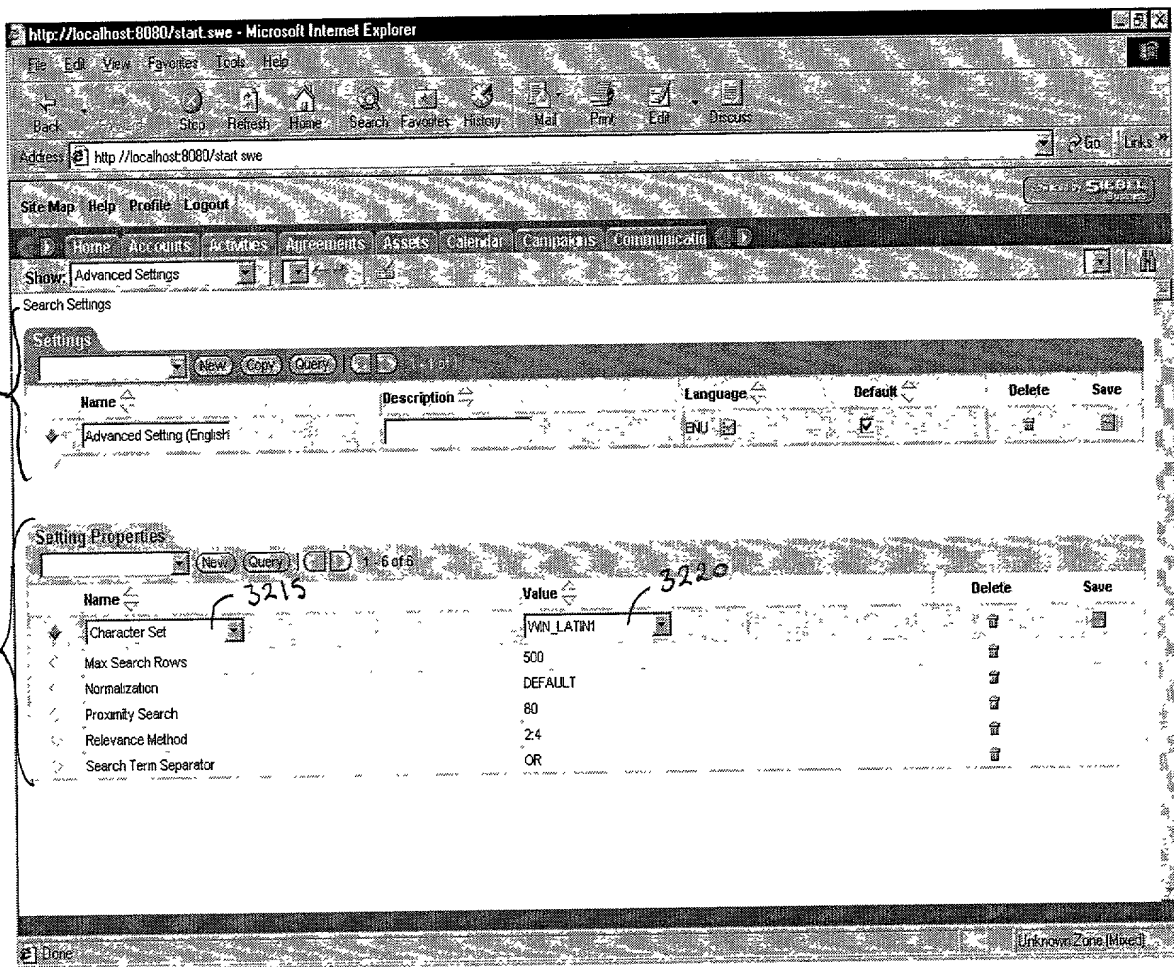


FIG. 32

3.300

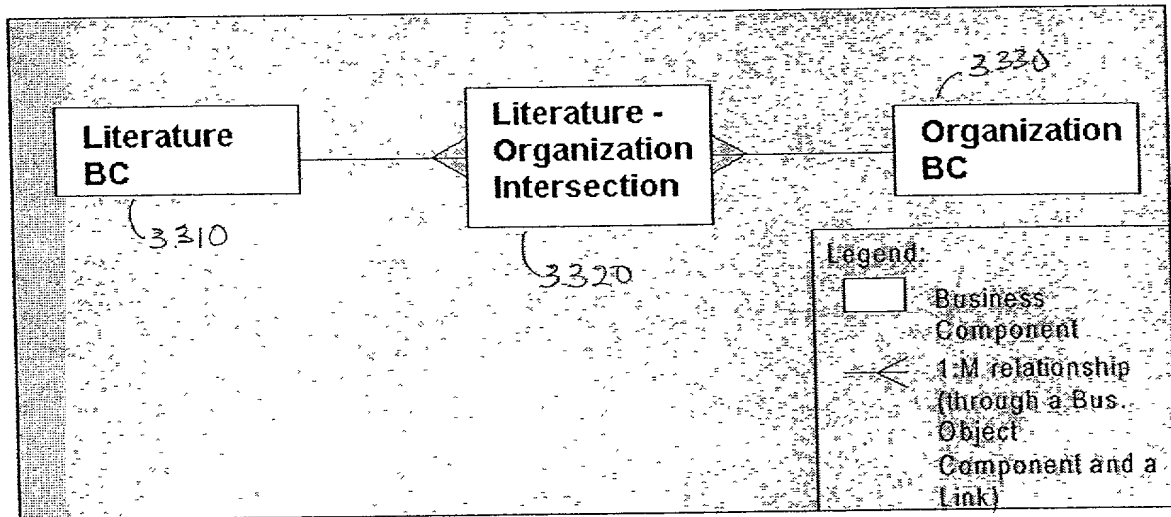


FIG 33

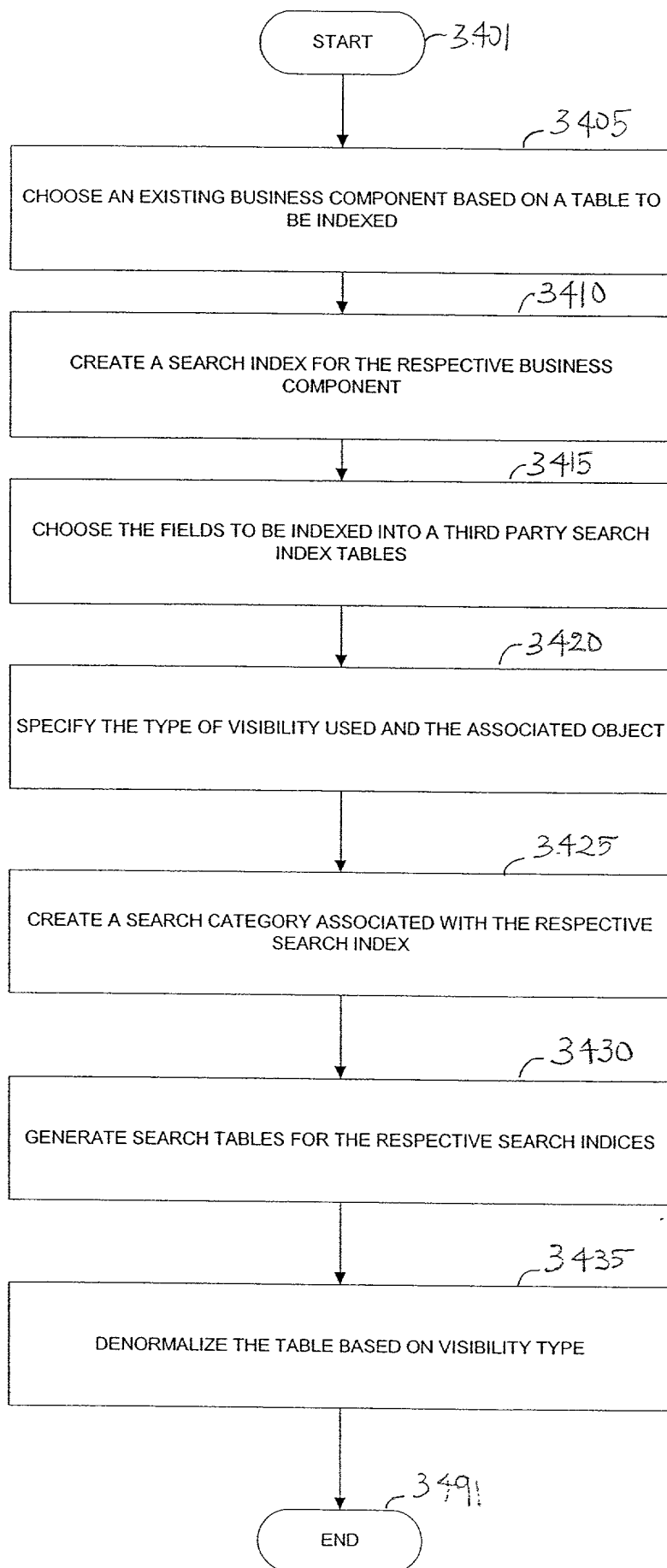


FIG. 34

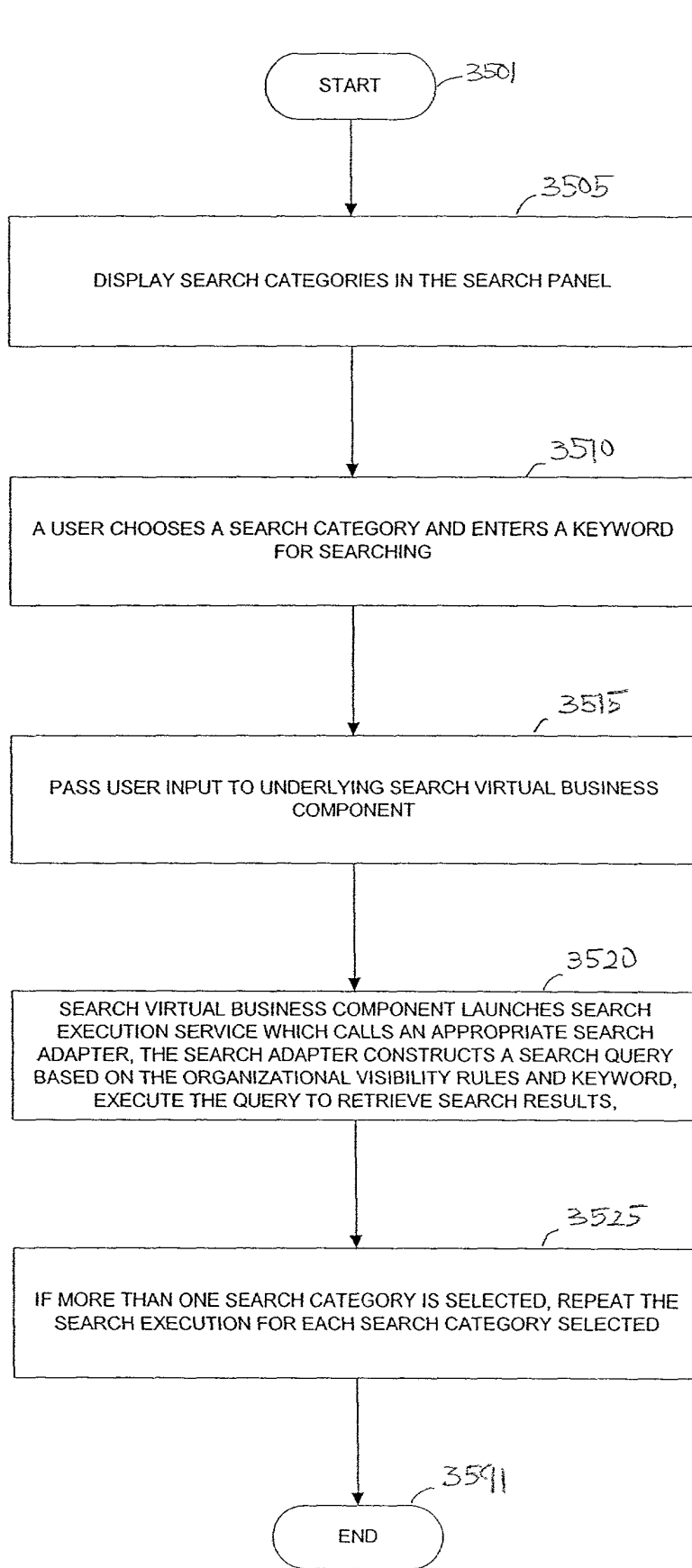


FIG. 35

3600

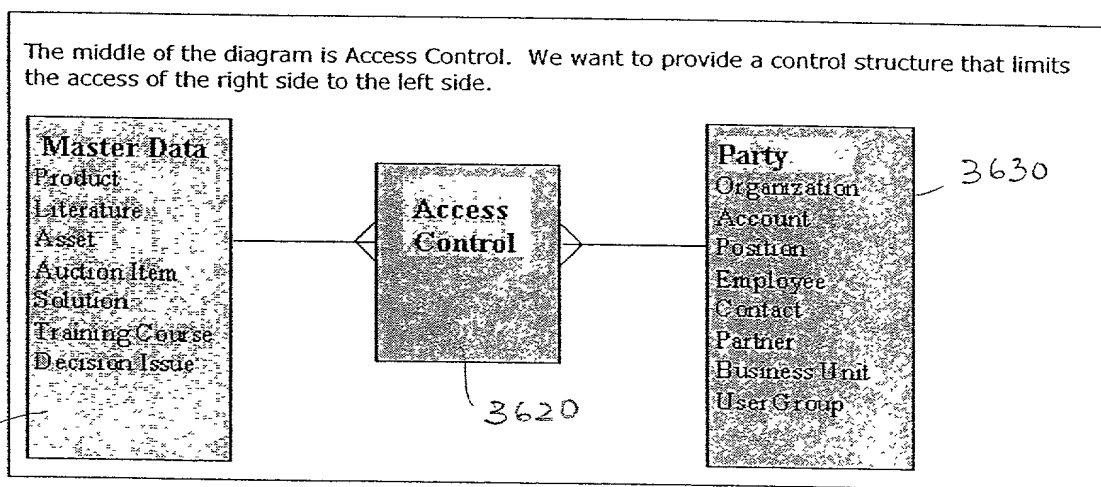


FIG. 36

FIG. 37

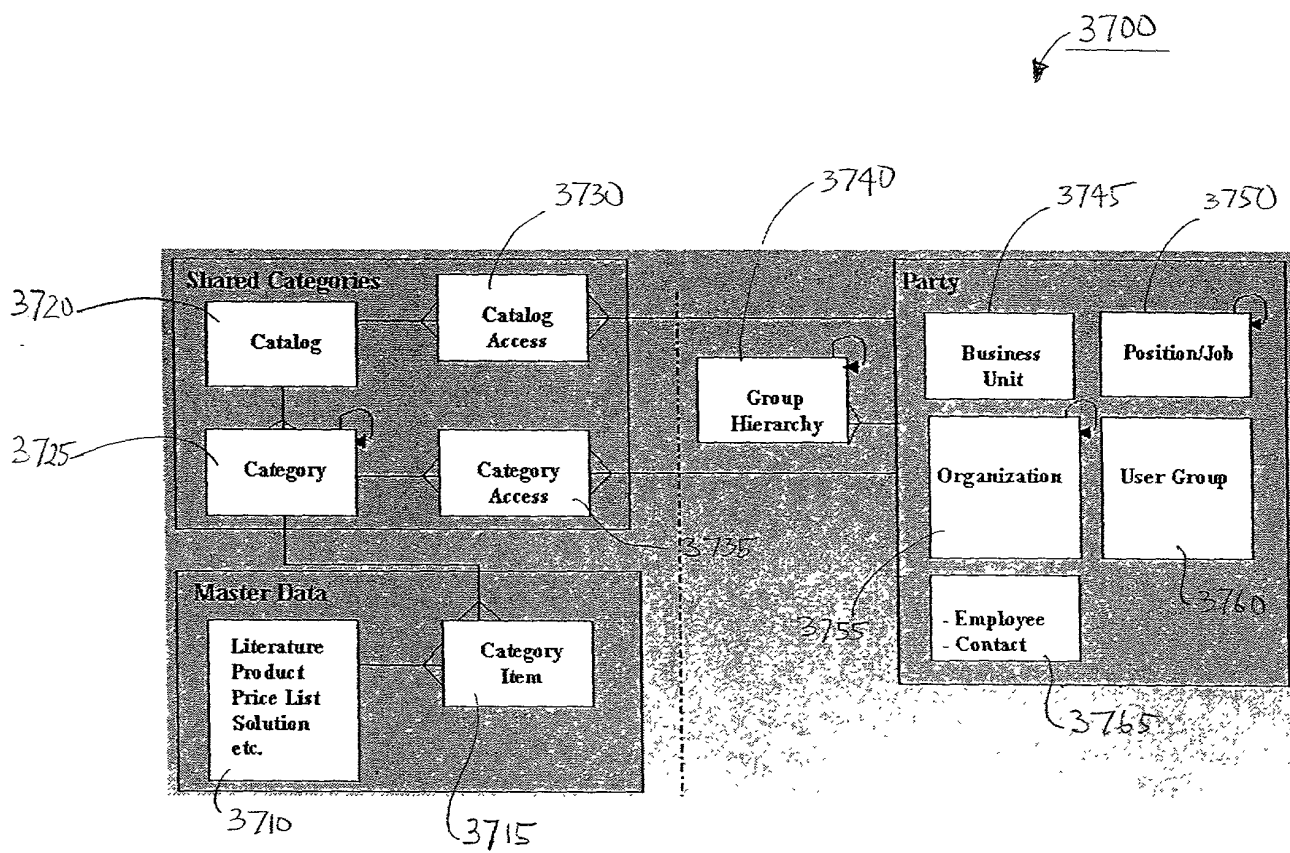


FIG. 37

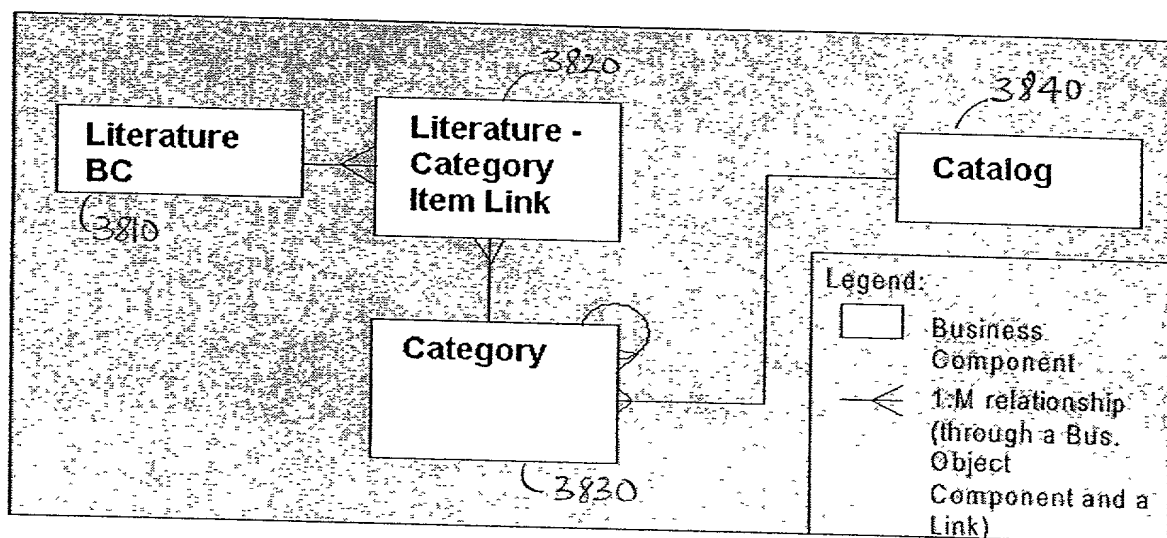


FIG. 38

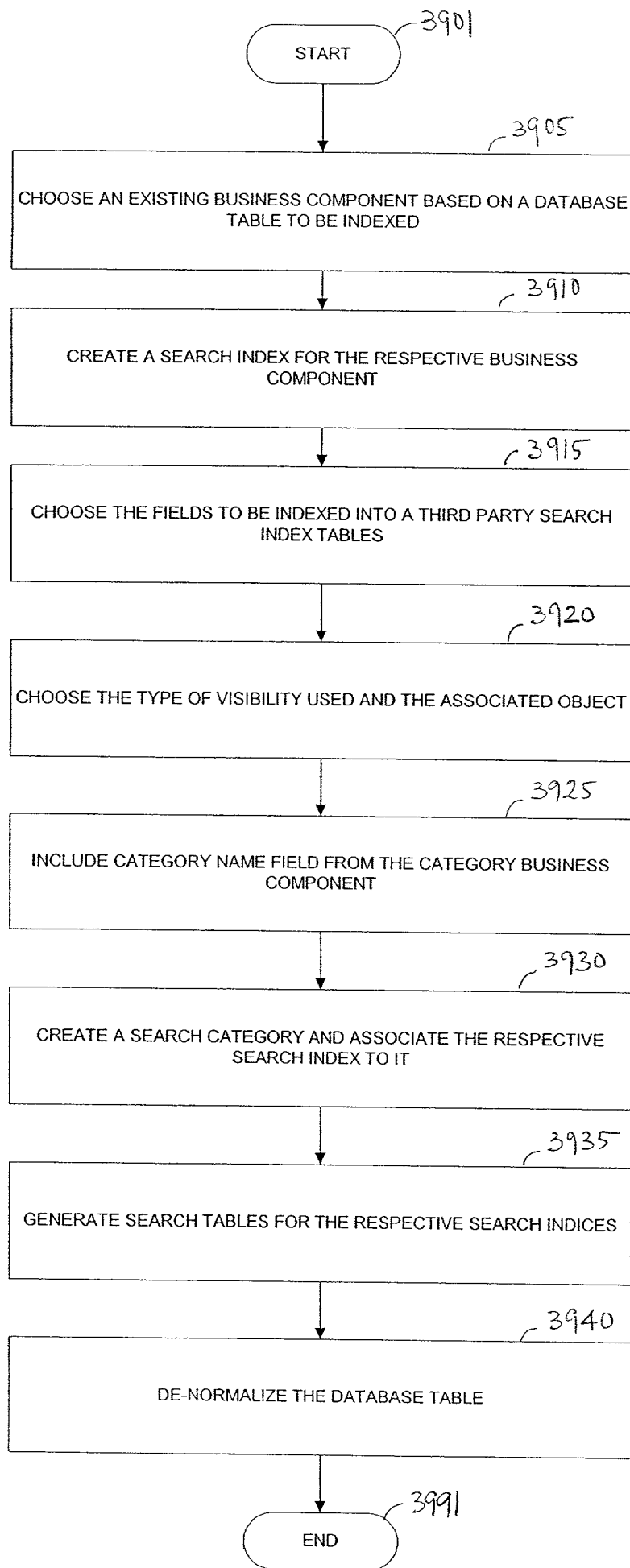


FIG. 39

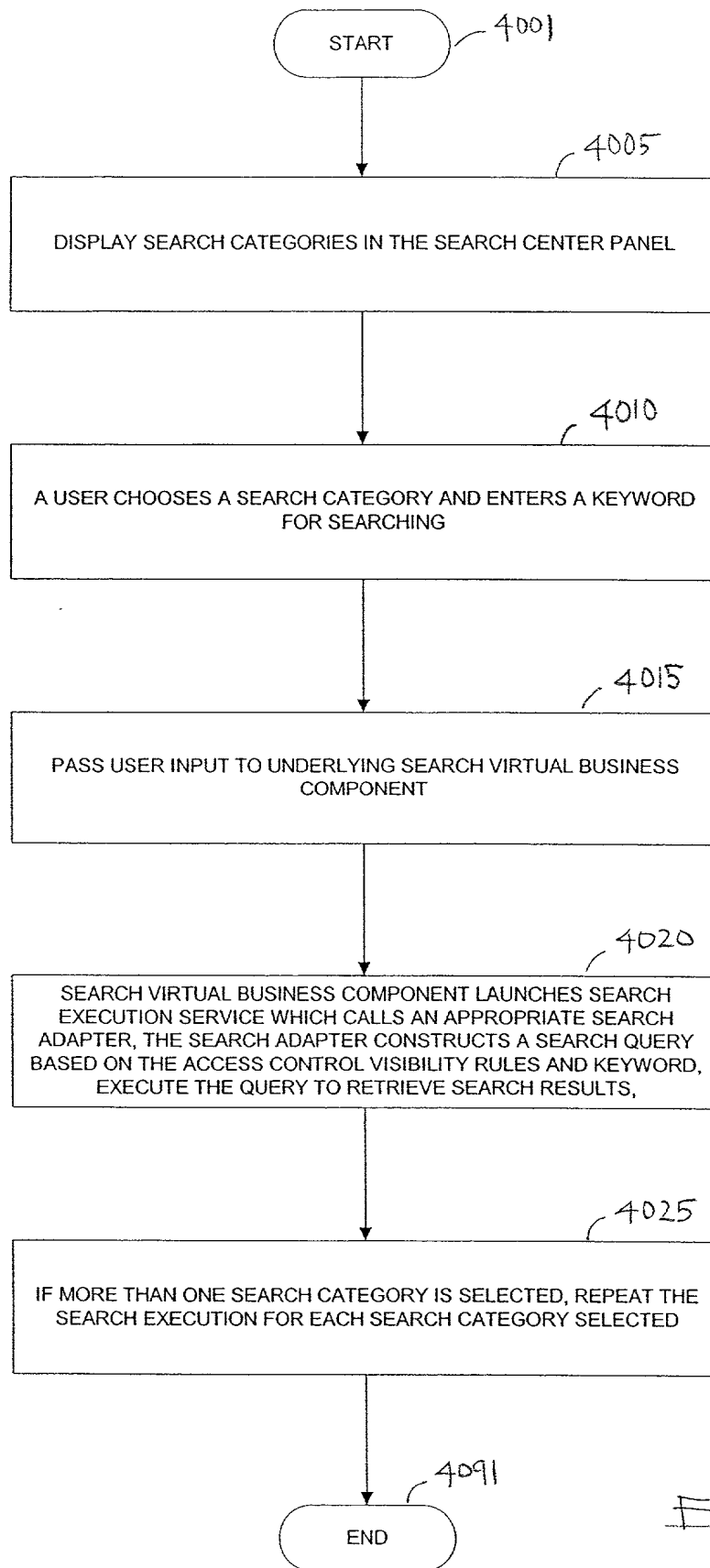


FIG 40

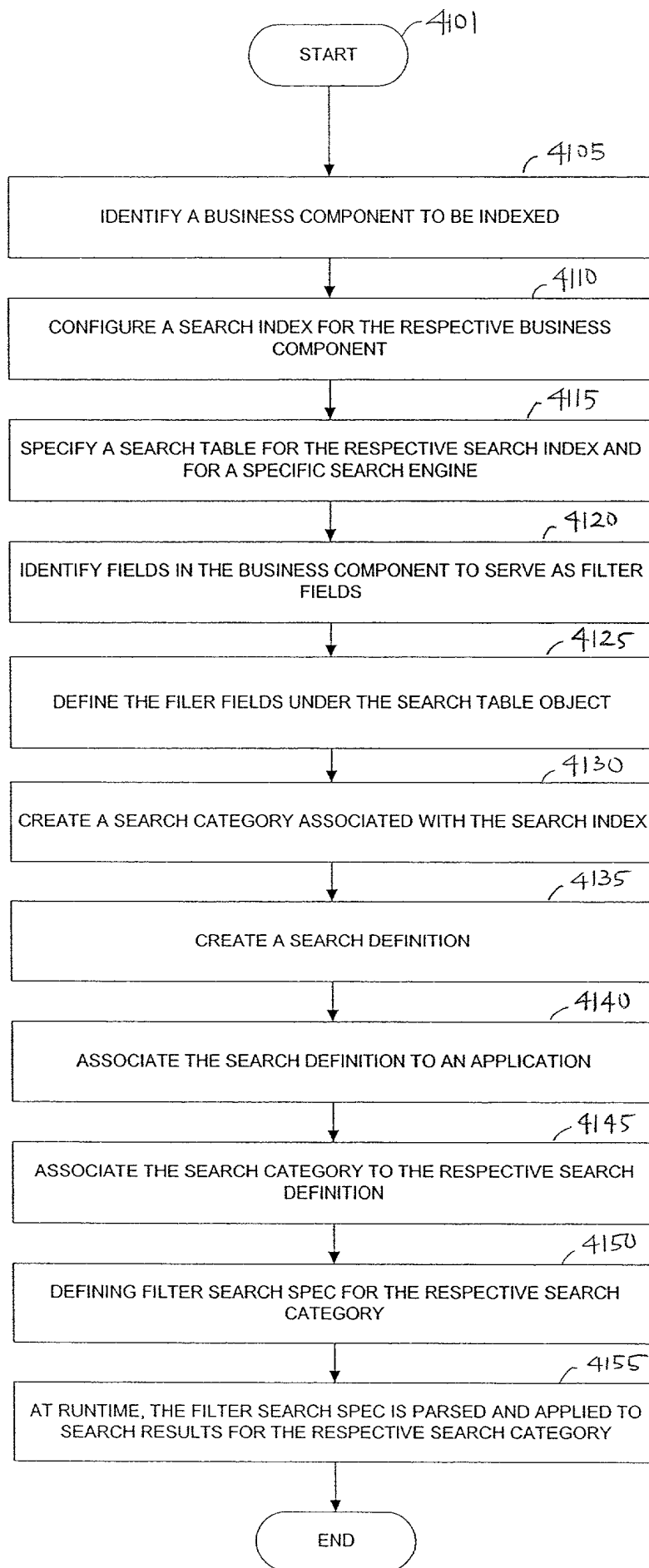


FIG. 41

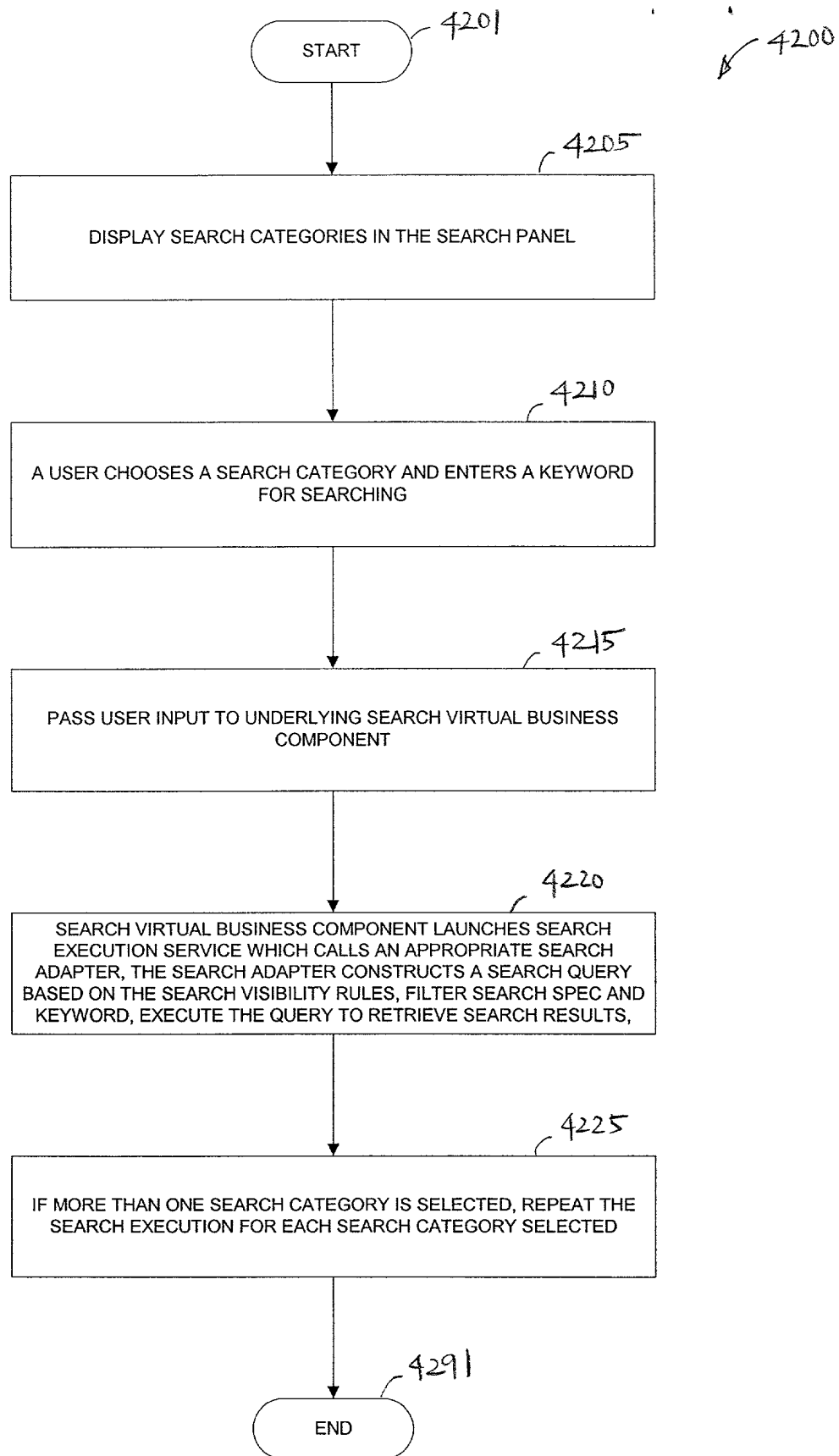


FIG. 42

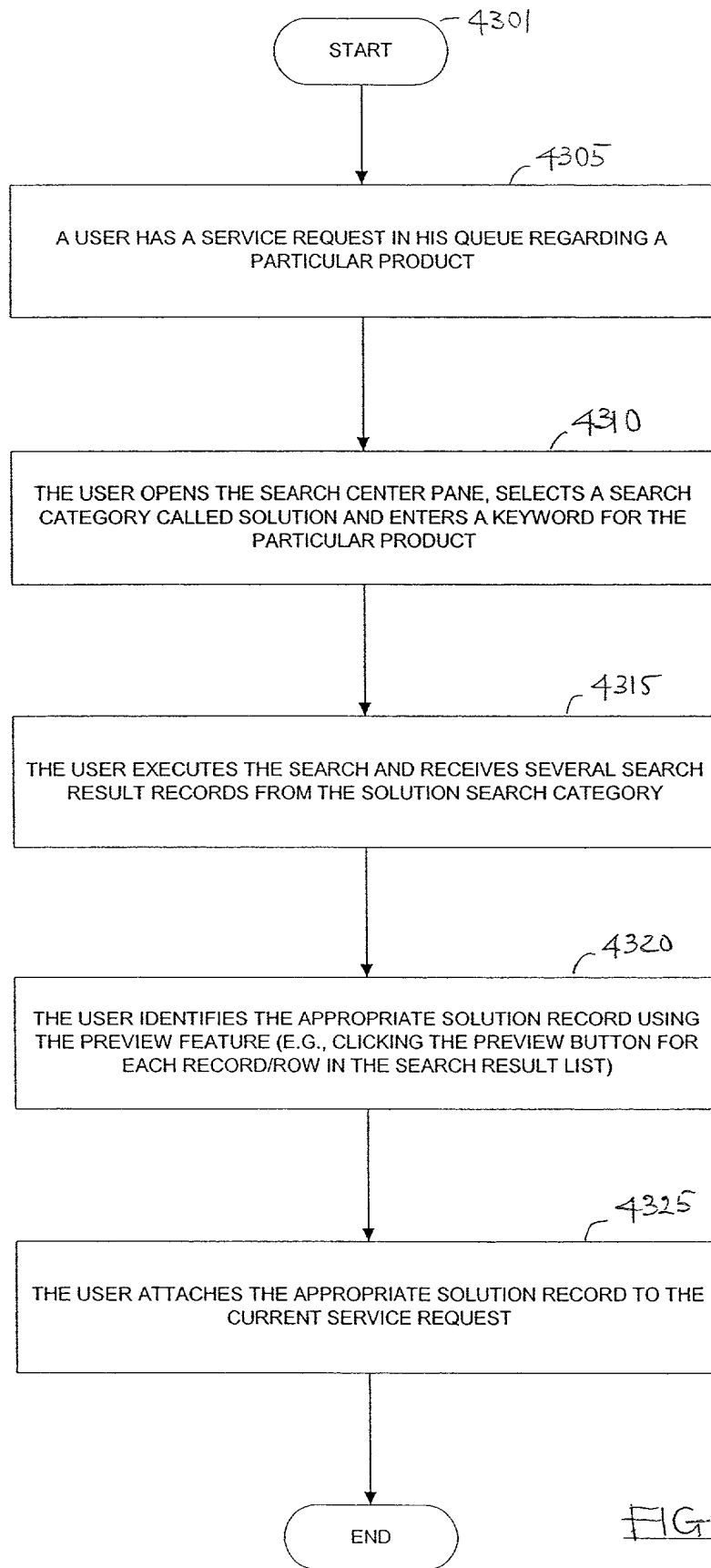


FIG. 43

4400 4401 4405 4407 4409 4411 4421 4423 4425 4431 4433 4435 4437 4441 4491

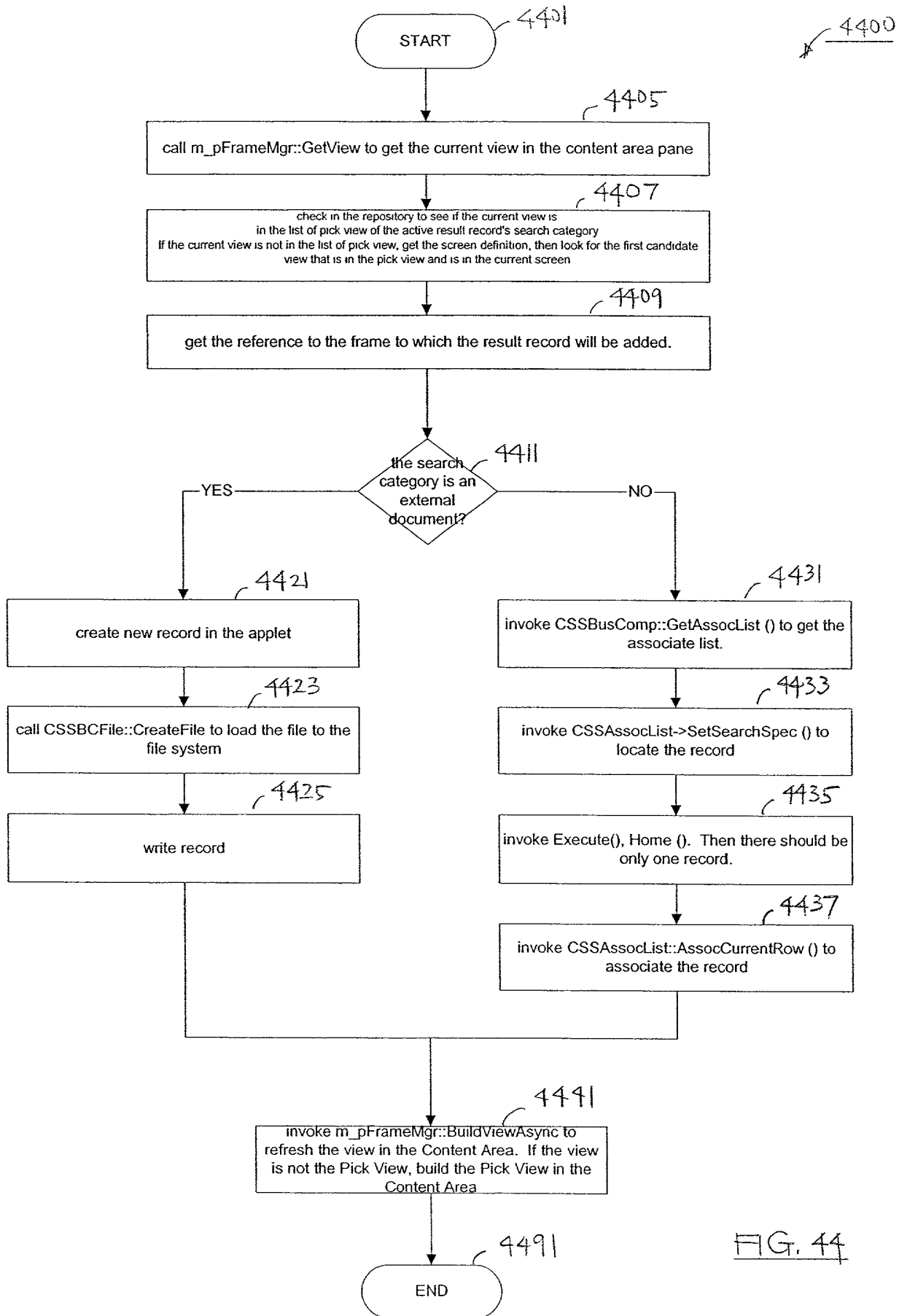


FIG. 44

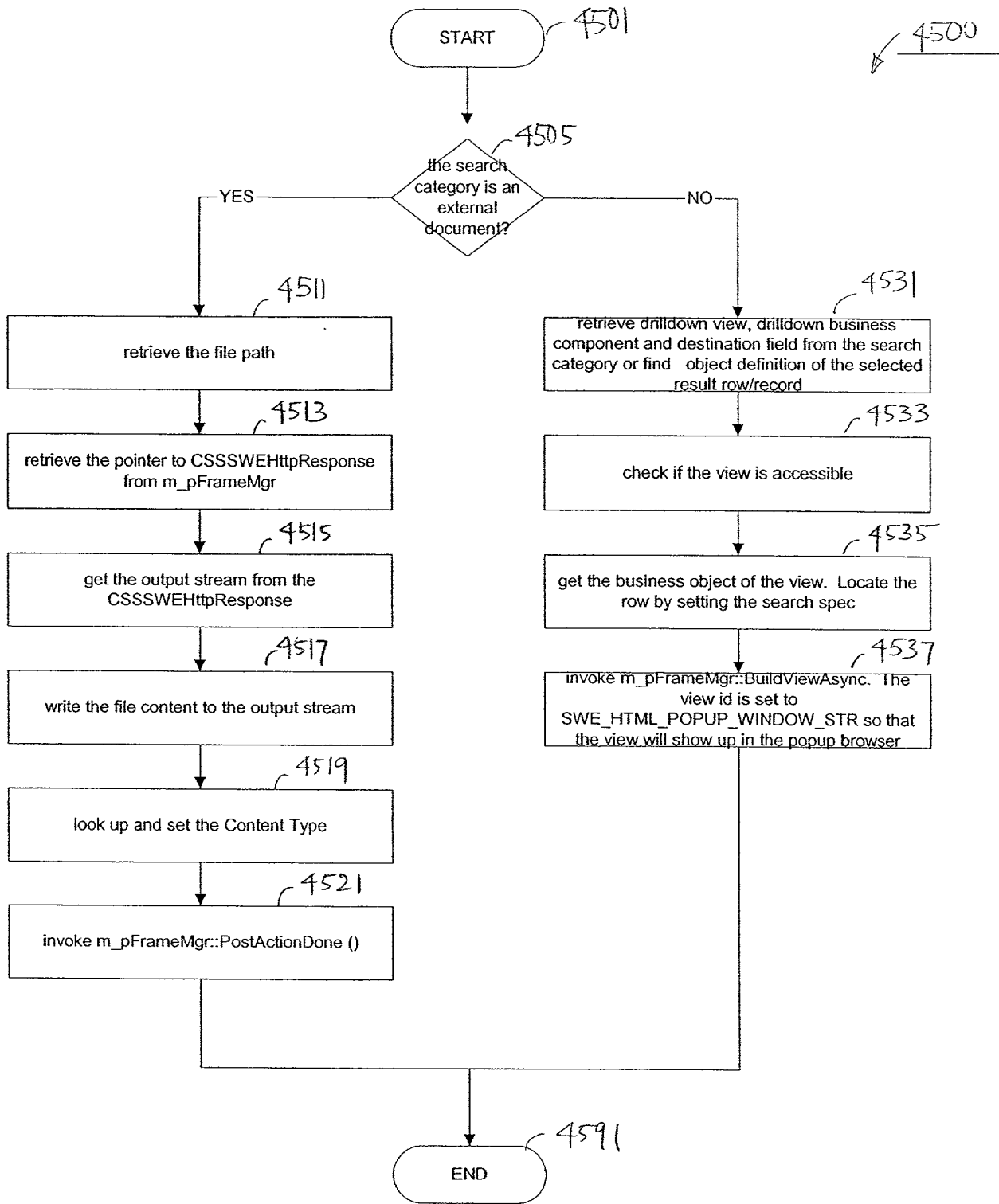


FIG. 45

7600

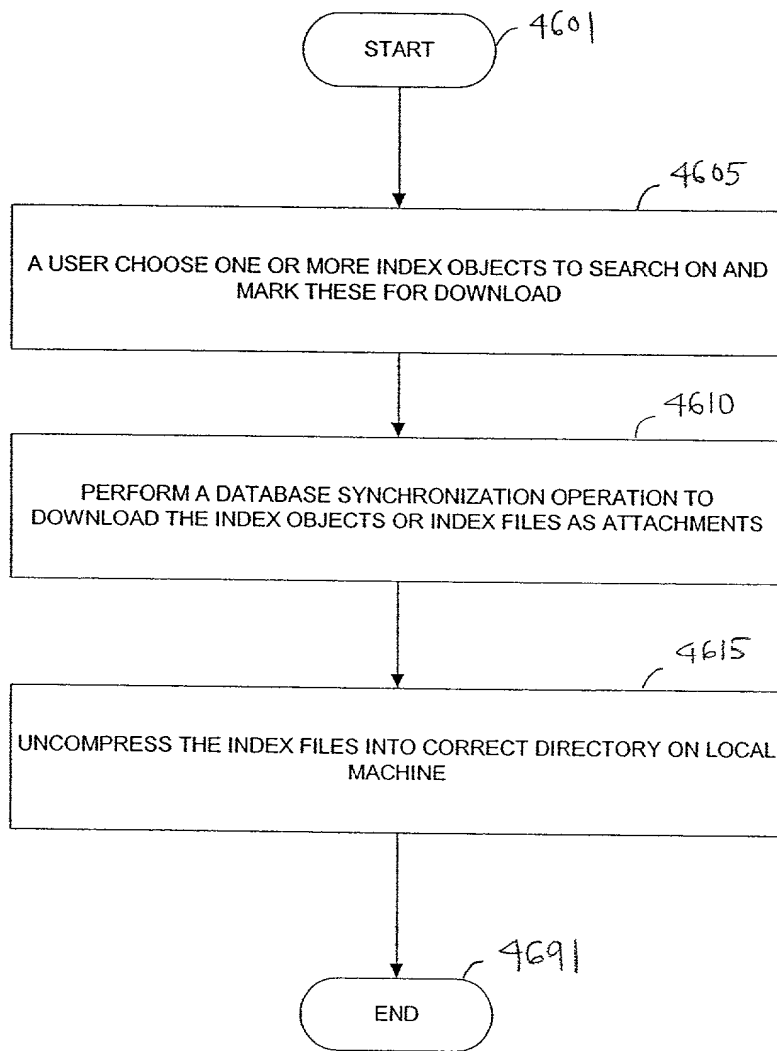


FIG. 46

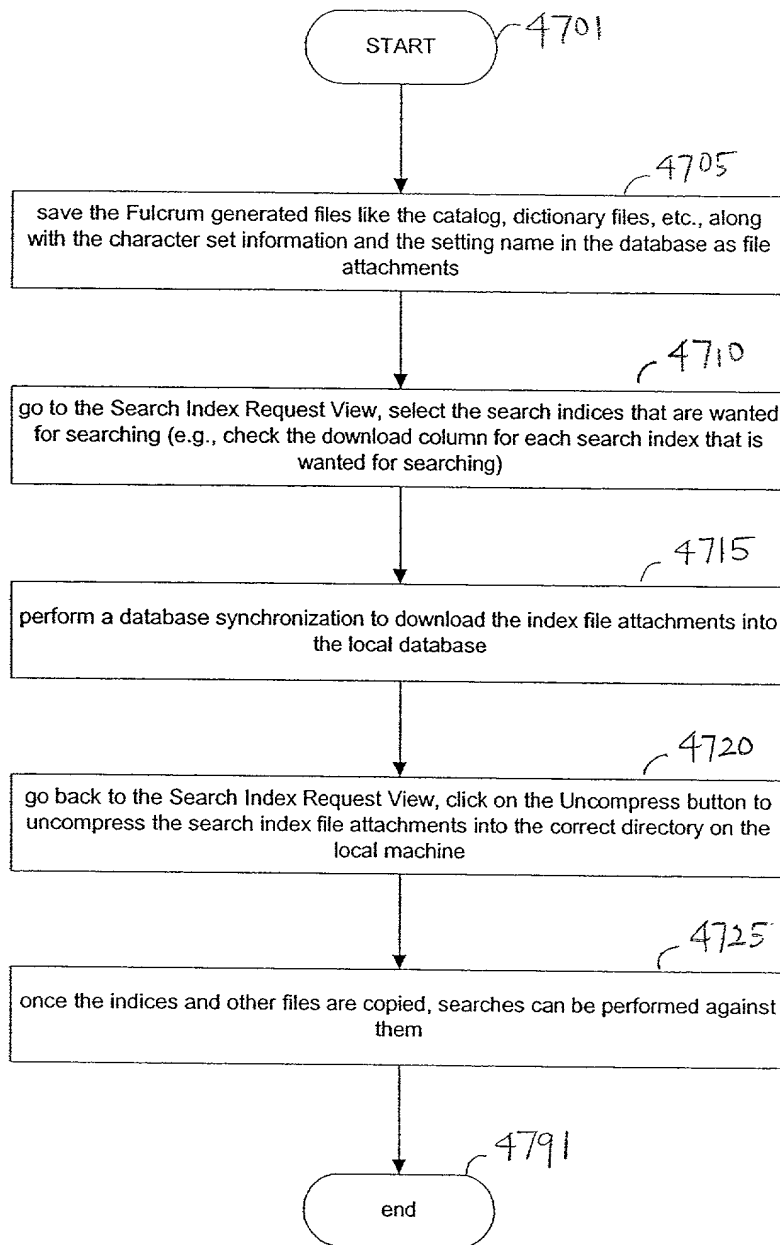


FIG. 47

4800

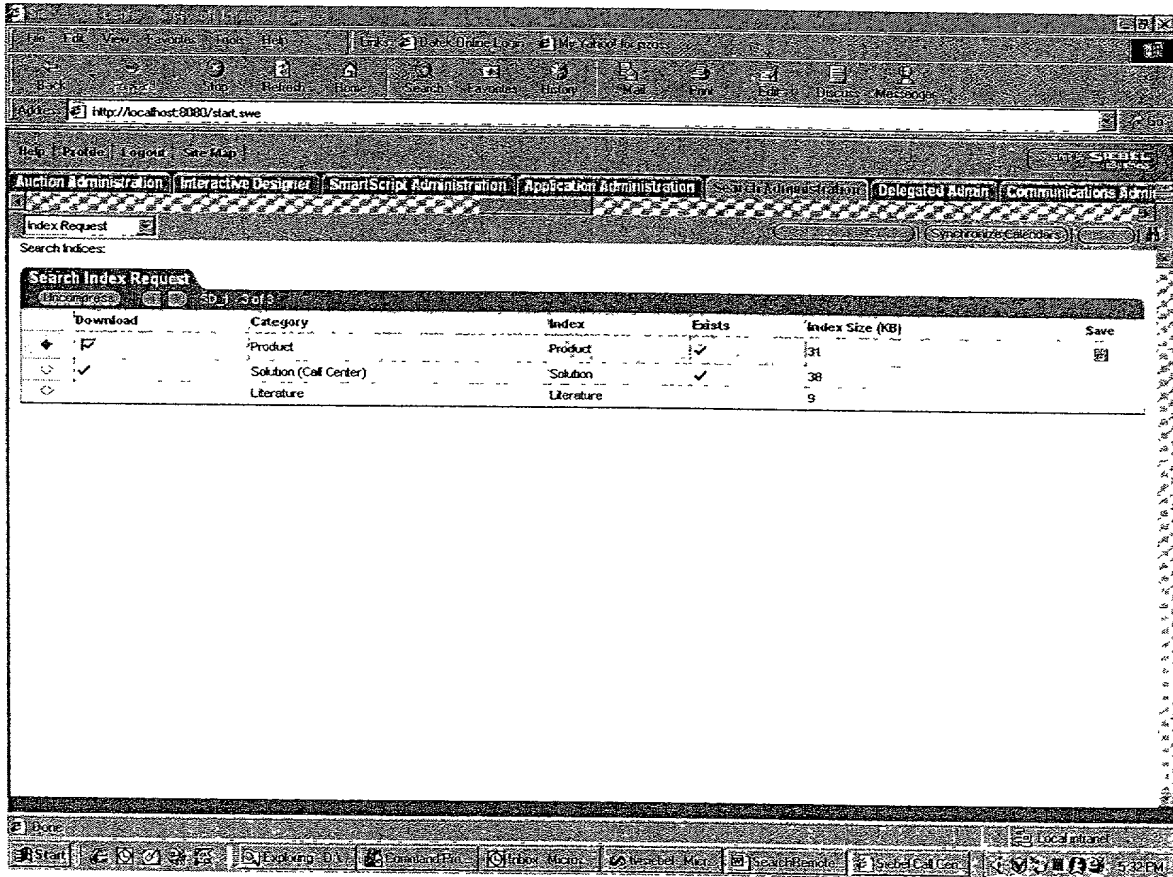


FIG 48

4900

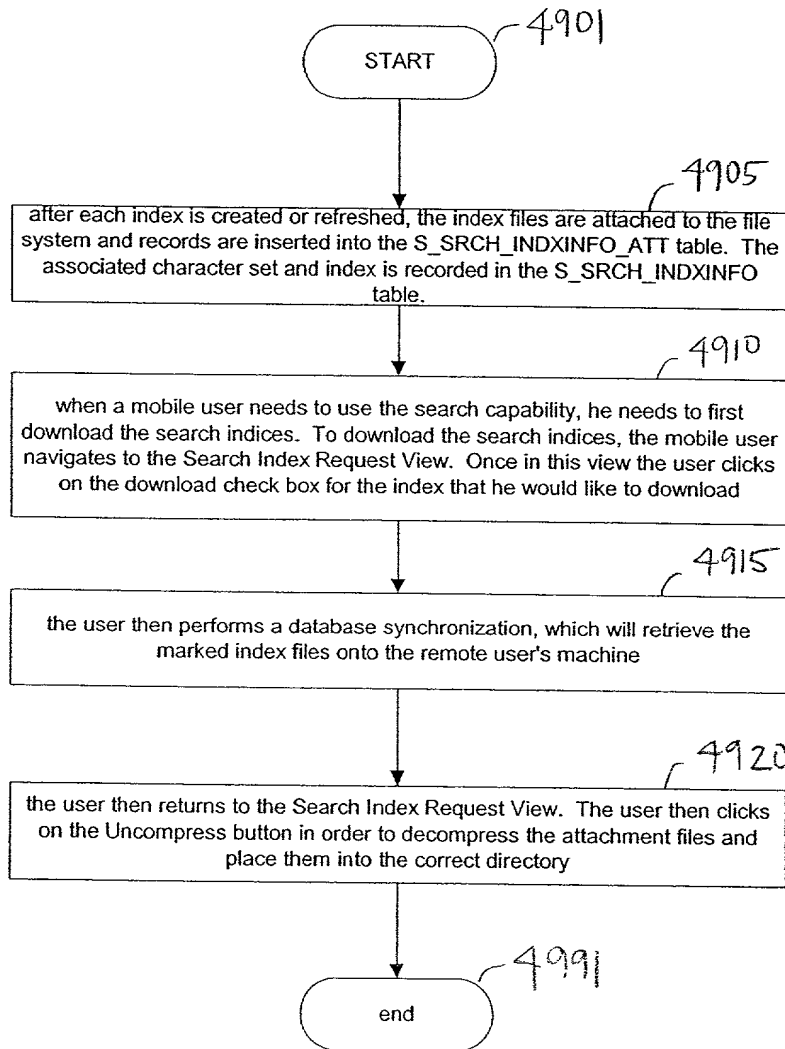


FIG. 49